ESI Feature Phone

User's Guide

FOR IP E-Class • IVX X-Class • IVX E-Class

0450-0366
Rev. J

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Contents

Introduction **A.1**
- 48-Key Feature Phone A.2
- 24-Key Feature Phone A.4
- 12-Key Feature Phone A.5
- Connecting your ESI phone A.6

Help mode (Verbal User Guide) **B.1**

User programming: An introduction **C.1**
- User programming menu C.1

Voice mail operation **D.1**
- VOICE MAIL key D.1
- Personal greetings D.1
- Leaving messages D.2
- AutoPage D.3
- Moving and deleting a message D.3
- Off-premises “reach me” D.3
- Message retrieval D.4
- Live recording D.7
- Off-premises message delivery D.8
- Message Recycle Bin (un-delete) D.9
- Status indicator lamp D.9
- Optional voice mail feature: Guest mailboxes D.10
- Optional voice mail feature: Group/broadcast mailboxes D.12
- Optional voice mail feature: Cascade paging mailboxes D.13
- Optional voice mail feature: Q & A mailboxes D.14

ESI Feature Phone operation **E.1**
- Display E.1
- Caller ID E.1
- Keys E.2
- Dial tone E.4
- Basic phone use E.4
- Direct station selection E.5
- Transferring an outside call E.5
- Conference calling E.7
- Call forwarding E.8
- Call waiting E.10
- Hold/exclusive hold operation E.11
- Paging E.13
- Call pickup E.13
- Optional features E.14

Special keys **F.1**
- Esi-Dex F.1
- Override ring F.9
- Message monitor mode (live call screening) F.10
- Personal greeting reminder F.10
- Headset operation F.10
- Outside dial tone preference F.10
- Line keys F.11
- Optional features F.11

Remote IP Feature Phone **G.1**
- 1. Channel availability display G.1
- 2. Channel queue display G.1
- 3. Paging limitation G.1
- 4. No 911/emergency calls G.1
- Troubleshooting G.2

Using Esi-Link **H.1**
- Overview H.1
- Location Keys H.1
- Programmable feature keys and Esi-Link: an introduction H.2
- Dialing an Esi-Link location H.3
- Using feature keys with Esi-Link H.4
- Other Esi-Link features H.7
- Dialing into an ESI IP Gateway H.9

ACD agent operation **I.1**
Programming the agent log-on/off key I.1
Wrap mode I.2
LED indicator I.2
Display indications I.3
While logged on: no DND, monitor mode or call forward I.3
Call waiting I.3
ACD administrator key I.3

Analog stations **J.1**
Caller ID J.1
Placing calls J.1
Transferring calls J.2
Conference calling J.2
Call forwarding J.3
Call waiting J.3
Call hold J.3
Paging J.4
Call pick-up J.4
Voice mail operation from an analog station J.4
Analog station programming J.7

Index

Introduction

Accessing the rich ESI feature set is simple and easy through the straightforward design of each of the various ESI Feature Phones. Each feature has been designed for ease of use while providing capabilities needed in an advanced business phone.

You will be able to learn many of the features by simply using your phone; and this *ESI Feature Phone User's Guide* will introduce you to the wide variety of features offered by your ESI phone system and how to use your phone effectively to achieve maximum benefits.

What it covers

This *User's Guide* covers the use of:

- 48-Key Feature Phone (Digital, TAPI, IP and Remote IP)
- 24-Key Digital Feature Phone
- 12-Key Feature Phone
- 60-Key Expansion Console

...with the following ESI phone systems:

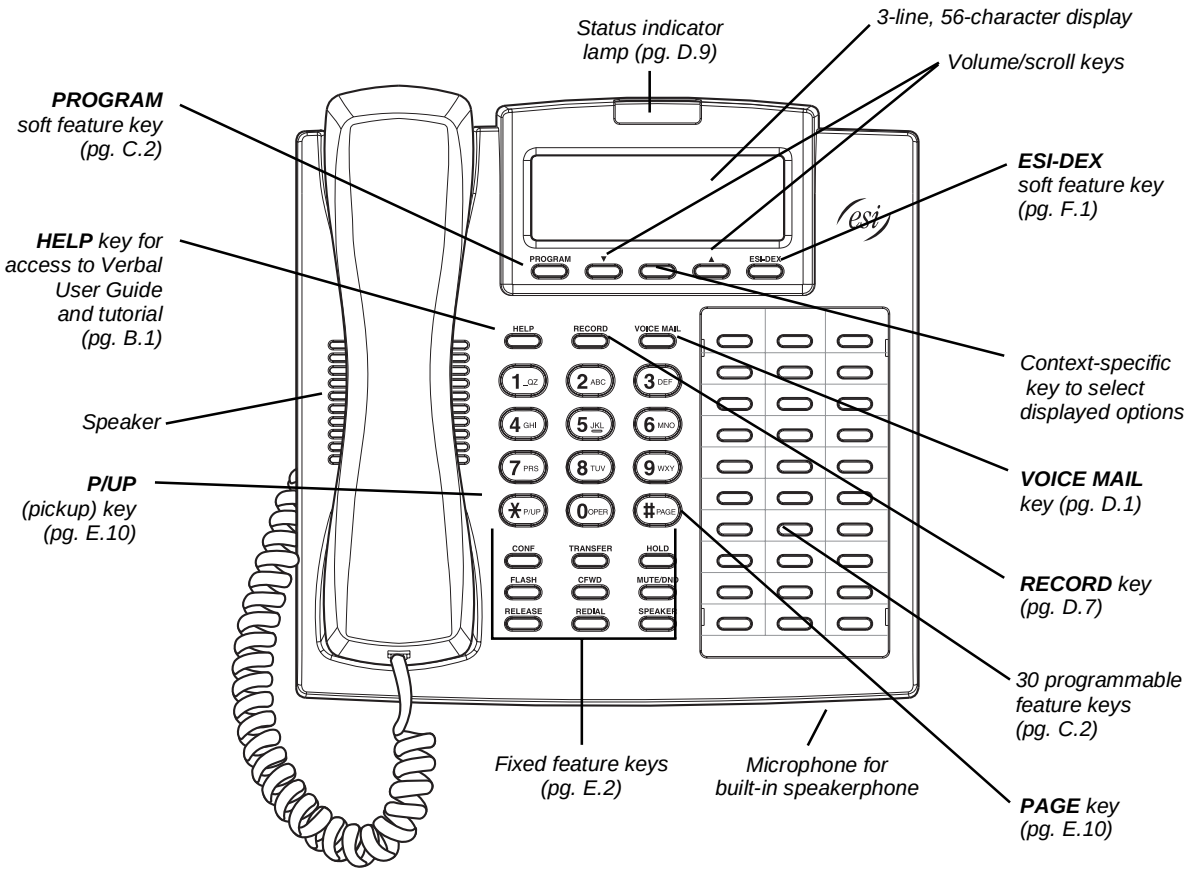
- IVX X-Class (IVX 256x and IVX 128x)
- IVX E-Class (IVX 128e and IVX 72e)
- IP E-Class (IP 200e and IP 40e)

How it's arranged

- Section A — Phone illustrations
- Section B — User help
- Section C — User programming
- Section D — Voice mail operation
- Section E — Phone operation
- Sections F through K — Special keys and features

48-Key Feature Phone

The **48-Key Feature Phone** has a variety of programmable and built-in features. It comes in four versions: Digital; TAPI; IP; and Remote IP. Additionally, it supports the optional 60-Key Expansion Console. All four versions of the 48-Key Feature Phone offer the same basic features which are described hroughout this *User's Guide*. The 48-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.



Hint: On any of these phone varieties (including the 60-Key Expansion Console), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

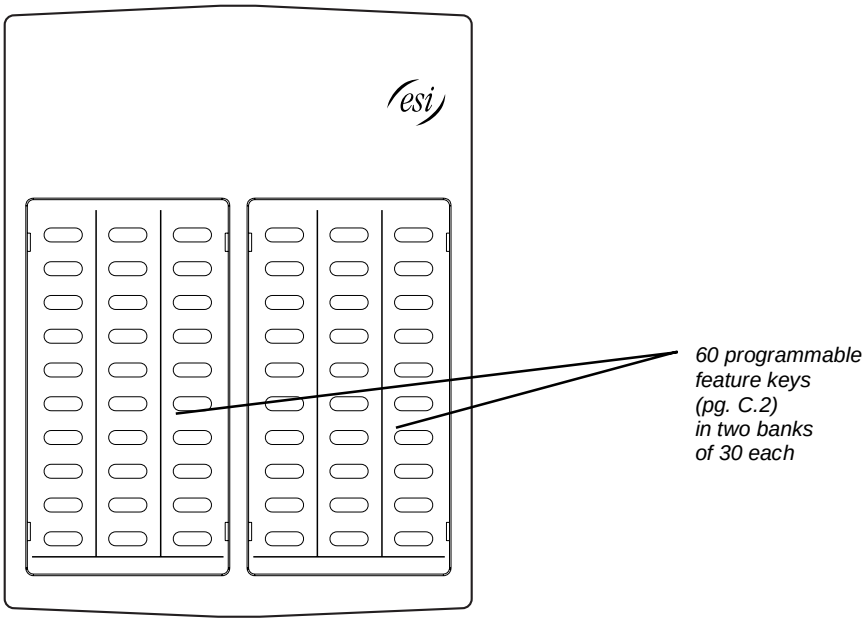
Optional 60-Key Expansion Console for use with the 48-Key Feature Phone

The **60-Key Expansion Console** adds 60 more programmable feature keys to your ESI Feature Phone.

You program the Expansion Console's keys just as you do the programmable feature keys on your ESI Feature Phone, using either direct or traditional programming (see page C.2).

Note: Only one key can exist per extension, feature or operation. If you program a **second** key for the same extension, feature or operation, this automatically erases the first key so programmed, thus making it available for a new extension, feature or operation.

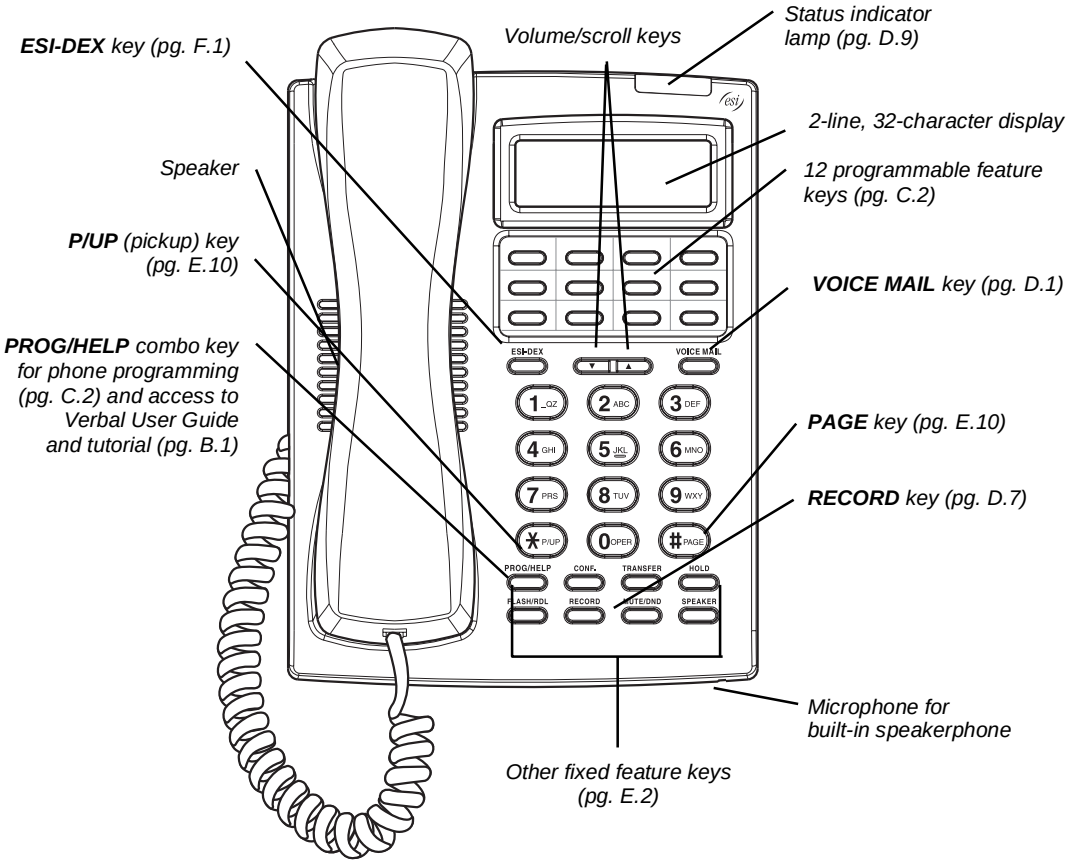
Hint: You may find it easier to write in the names on the overlay **before** you program the keys and attach the overlay to the Console.



Hint: On any of these phone varieties (including the 60-Key Expansion Console), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

24-Key Feature Phone

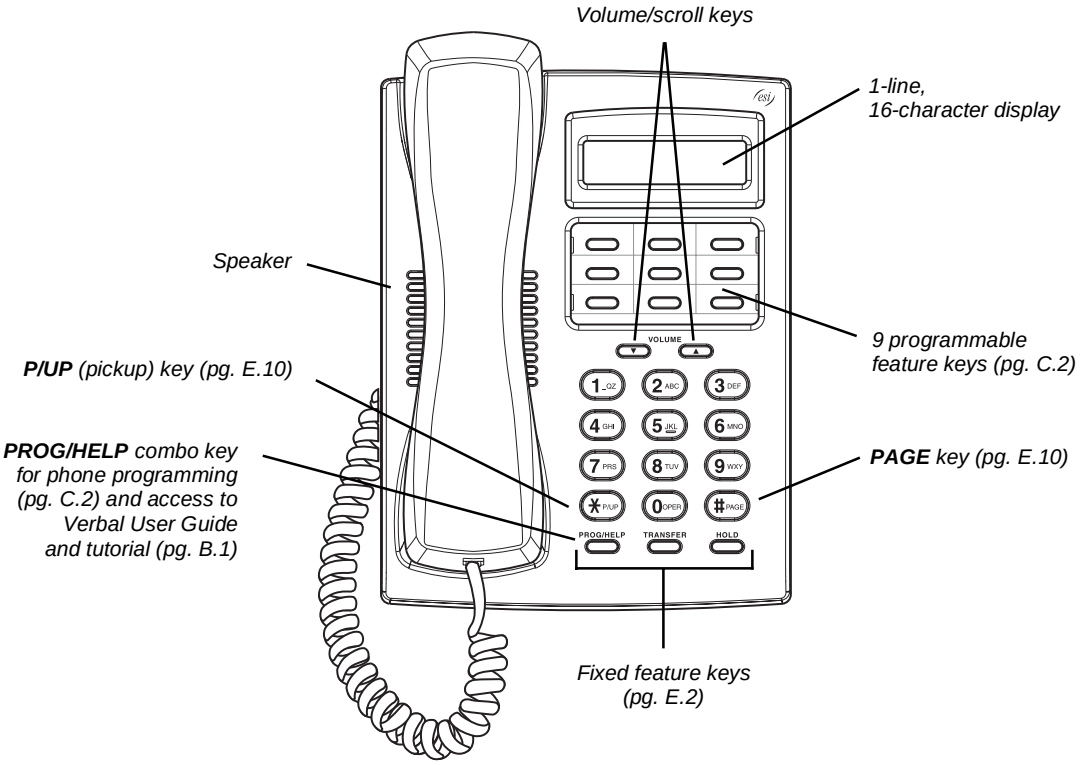
The **24-Key Feature Phone** has features similar to those of the 48-Key Feature Phone. However, the 24-Key Feature Phone is available only as a digital model and doesn't support TAPI, IP or the 60-Key Expansion Console. As is true for the 48-Key Feature Phone, the 24-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.


***ESI-DEX** key (pg. F.1)*
Volume/scroll keys
Status indicator lamp (pg. D.9)
2-line, 32-character display
Speaker
12 programmable feature keys (pg. C.2)
***P/UP** (pickup) key (pg. E.10)*
***VOICE MAIL** key (pg. D.1)*
***PROG/HELP** combo key for phone programming (pg. C.2) and access to Verbal User Guide and tutorial (pg. B.1)*
***PAGE** key (pg. E.10)*
***RECORD** key (pg. D.7)*
Microphone for built-in speakerphone
Other fixed feature keys (pg. E.2)

Hint: On any of these phone varieties (including the 60-Key Expansion Console), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

12-Key Feature Phone

The **12-Key Feature Phone** includes the basic, most commonly used phone features. This simplified model is available only as a digital model and doesn't support TAPI, IP, the 60-Key Expansion Console, voice mail[1] or Esi-Dex.



Note: The following features aren't available on a 12-Key Feature Phone:

- Certain special keys and features (see "Special keys," page F.1).
- Esi-Dex.
- ACD operation.

Additionally: to use voice mail, conference calling and mute/DND on a 12-Key Feature Phone, you must program these features into programmable feature keys (see "Programmable feature keys," page C.3, and "Optional features," page F.11).

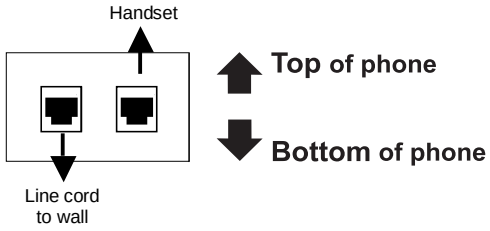
Hint: On any of these phone varieties (including the 60-Key Expansion Console), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

[1] The 12-Key Feature Phone doesn't have a hands-free microphone, and therefore can't serve as a true two-way speakerphone. Its speaker plays pages.

Connecting your ESI phone

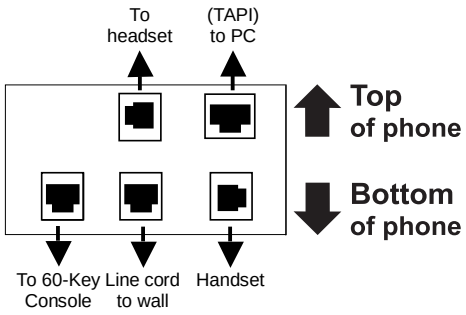
Depending on which ESI phone you have, use the appropriate diagram (below) to connect it. Each diagram represents the panel on the phone's underside.

> **Note:** The "Top of phone" and "Bottom of phone" references in these diagrams show the correct vertical orientation of the phone — *i.e.,* the part with the display is the top.



12-Key Feature Phone
24-Key Feature Phone

- Connects like a basic phone.
- Handset plugs into right-side jack.
- Line cord plugs into left-side jack.

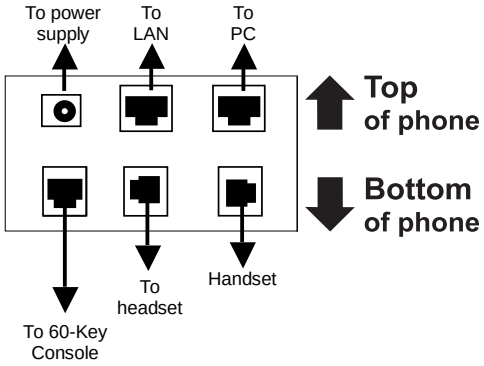


Connectors on bottom of 48-Key Digital Feature Phone (headset jack shown)

48-Key Digital Feature Phone

In addition to how the 24-Key Feature Phone connects to the handset and line cord, note the presence of a headset jack[1], as well as the following information:

- TAPI version includes a cable for connecting to your PC's serial port.
- 60-Key Expansion Console cable (included with each Console) uses standard RJ-11 telephone connectors.



48-Key IP Feature Phone
48-Key Remote IP Feature Phone

In addition to the details mentioned previously for the 48-Key Digital Feature Phone, each IP Feature Phone includes:

- A power supply that is unswitched (*i.e.,* always-on AC outlet) and plugs into the phone.
- An Ethernet cable, which connects the phone to a PC (or, if no PC is present, directly to a router, switch or hub) to achieve connectivity to a local area network (LAN).

> **Note:** When the phone is in the highest upright position, use the wall-mount hook located under the handset to secure the handset when you're not using the phone.

[1] On 48-Key Feature Phones shipped by ESI to its Resellers on or after March 1, 2004.

Help mode (Verbal User Guide)

Your ESI phone system's **Help mode** (also called the **Verbal User Guide**) — a carefully conceived combination of spoken information, display readouts and even key illumination when appropriate — is a powerful tool to help you learn how to use the system's many features.

> **Note:** As explained on page E.2, each of the two smaller Feature Phones, 12-Key and 24-Key, has a combo **PROG/HELP** key.

Tutorial

When your station is idle, press **HELP**, and then follow the spoken Help menu to:

- Learn how to use the phone
- Learn how to use voice mail features
- Hear a description of how any key is used
- Hear a complete tutorial on phone operation

Help during station programming

To hear a detailed description of a function you wish to program, press **HELP** while programming it.

Help during a call

Press **HELP** while on a call and this will place the call on hold, whereupon you can use Help mode to hear a description of the function you wish to perform. When you exit Help mode, you will be reconnected to the call.

While you are either in Help mode or programming your phone, your station will be temporarily placed in DND (see "**MUTE/DND,**" page E.3). Anyone calling your station while you are in DND will be forwarded to your mailbox (or other destination set by the installer).

Exiting Help mode

To exit Help mode, simply hang up.

Visit ***www.esiusers.com*** for up-to-date help.

(This page included for pagination purposes only.)

User programming: An introduction

Voice prompts will play menu and sub-menu options to access the desired feature. You **don't** have to wait for the entire prompt to be played. Therefore, once you've become familiar with the prompts (consult "User programming menu overview," *below*), you can quickly set any frequently used feature.

Programming help

During any of the programming steps, press **HELP** to hear a more detailed description of the feature and related programming options.

Exiting programming mode

To exit programming mode, simply hang up.

User programming menu

Overview

1 Select personal greeting
- 1 Record
- 2 Delete
- 3 Hear

2 Programmable feature keys

(Station keys, line keys, speed-dial keys, other feature keys)

3 Station options
- 1 Call waiting/background announce
- 2 Personal greeting reminder
- 4 Outside dial tone preference
- 5 Hands-free answer
- 6 Message monitor

4 Station audibles
- 1 Station ring tone
- 2 Station ring volume
- 3 Message ring

5 Password
- 1 Enter
- 2 Delete
- 3 Hear
- 4 Security level

6 External message notification
- 1 Delivery options
- 2 Phone delivery
- 3 Pager notification
- 4 Urgent message

7 Personal Call Routing[1]
- 1 Entry settings
- 2 Exit settings
- 3 Quiet time settings

9 Un-delete

Note: Selections 3, 5 and 6, as well as the background announce function under "Station options" (see page E.10), are not available on a 12-Key Feature Phone.

[1] Available **only** if your phone system is using IVX Presence Management. If you're not sure whether it is, consult your System Administrator. For more information about IVX Presence Management, visit *www.esi-estech.com/presence*.

1 Select personal greeting

Select the desired greeting — *1, 2* or *3*. The system will play the current greeting, followed by prompts to re-record, delete or hear again — **or** *select* the current greeting by pressing #.

1 Record personal greeting

Begin recording at the tone. Press **1** to stop. The new personal greeting automatically replaces the previous greeting.

2 Delete personal greeting

When prompted, press **2** again to confirm deletion.

> **Warning:** Your mailbox is disabled if no personal greeting exists. **Never** delete **all** of your existing personal greetings **before** you record at least one **new** one.

3 Hear current personal greeting

2 Programmable feature keys

There are two methods for performing programming of your phone:

- **Direct programming** — Select the key you want to program, and hold it down for at least two seconds. This not only initiates programming but also lets you immediately program that specific key.
- **Traditional programming** — Press **PROGRAM**. The Verbal Help Guide will speak to you, walking you through the full menu, during which you can choose the appropriate option.

> **Direct programming example:**
> You wish to set one of the keys to dial a co-worker, whose extension is 105. Hold down the key for at least two seconds. This automatically puts you in feature key programming. Follow the prompts to enter **1 0 5**. (This has allowed you to skip two steps — pressing **PROGRAM** and selecting a menu option — that you'd have had to perform if using traditional programming.)

How the programmable feature keys can be set

- **Line keys** — If a line number (1 through 66) is programmed, the programmable feature key becomes a line key, providing the appropriate lamp information and manual outside-line access.
- **Station keys** — If the digits entered constitute a three-digit number, the programmable feature key will become a station key, providing the appropriate lamp information and easy access or transfer. Three-digit numbers entered can be:
  - — User extensions
  - — Department pilot numbers
  - — Guest/info mailboxes
  - — Q & A mailboxes (490–499)
  - — Group mailboxes (500–516)
  - — Cascade paging mailboxes (520–529)
  - — System speed dial numbers (600–699)
- **Speed-dial keys** — In addition to programming a programmable feature key with a **system** speed-dial number, you can create **personal** speed-dial keys for automatic dialing of frequently called outside numbers. If you program **9** (or **8** or **71–76**) plus a phone number, the programmable feature key becomes a speed-dial key. When you program a speed-dial key, there's no need to insert a pause after the *9* (or *8* or *71–76*). Use the ▲ scroll key to enter special characters for dialing (see page C.5 for more details.) The speed-dial number can be up to 24 **characters** long.

  Note: You can also program **Location Keys** for use with Esi-Link. See page H.1 for more information.

- **Other feature keys** — If you enter a feature code, the programmable feature key will serve as an enable/disable key for that feature. The Installer may have programmed certain stations for accessing additional features (see "Optional features," page F.11); consult your System Administrator to determine your access.

Keys' LED activity during programming

Mode	*Key type and LED indication*		
	Station key or Virtual Mailbox Key	**Line key**	**Feature key or speed-dial key**
Currently being programmed **and** previously assigned	Flashing red	Flashing green	Flashing amber
Currently being programmed **and** previously unassigned	Flashing red	Flashing red	Flashing red
Programming mode — Was assigned or viewed in current session	Blinking red	Blinking green	Blinking amber
Assigned in a previous programming session **and** not yet viewed in current session	Solid red	Solid green	Solid amber
Never assigned **and** not yet viewed in current session	Off	Off	Off

3 Station options

The **station options** sub-menu (**PROGRAM 3**) lets you activate or deactivate several features your station can provide. At each option sub-menu, **1** enables the option and **0** disables it. (Each option listed below is explained elsewhere in this manual, as noted.)

1 Call waiting/background announce

See page E.10 for call waiting and page E.10 for background announce.

2 Personal greeting reminder

See page F.10.

4 Outside dial tone preference

See page F.10.

5 Hands-free answer

See page E.3.

6 Message monitor

> **Note:** **Not** available on the 12-Key Feature Phone.

See page F.10.

4 Station audibles

The **station audibles** programming provides control of the following audible items:

1 Station ring tone

You can select from six possible tones to help distinguish it from other nearby ringing phones. Press ▼ or ▲ to select a tone, then press # to accept it.

2 Station ring volume

Press ▼ or ▲ to set the desired ringer volume (range: off to high), then press # to accept it.

> **Note:** *(48-Key and 24-Key Feature Phones only)*
> If the ringer volume is turned off, the status indicator lamp will not "flutter" when an incoming or recalled call is presented to the phone (see "Status indicator lamp," page D.9).

3 Message ring

When enabled, this feature will periodically generate a short ring tone at your station as an additional alert that you have new messages.

5 Password

1 Enter new password

Your password may consist of 2–8 digits followed by # (*0* cannot be the first digit). Entering only *0* as the password will turn off the password requirement.

2 Delete current password

Resets the password to the default password.

3 Hear current password

Displays and plays back the current password.

4 Password security level

Selection	Result
0	No password required for access from any phone
1	Password required only for remote access, either off-premises or from other stations within the system
2	Password always required

6 External message notification

Note: To use this feature, a 12-Key Feature Phone must have a voice mail key assigned.

1 Delivery options

1 Delivery to phone number only

2 Notify pager only

3 Call phone first, then page

4 Call and page at the same time

0 No off-premises delivery

2 Phone delivery

1 Enter phone number

Enter the phone number (24 digits, maximum) followed by #. **Do not** include an outside line access code (*i.e.*, don't add **9, 8** or **71–76**) before the number.
Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.

2 Delete phone number

Deletes the currently programmed phone number.

3 Display current phone number

Displays the currently programmed phone number.

3 Pager notification

1 Enter pager number

Enter the pager number (24 digits, maximum) followed by #. **Do not** include an outside line access code (*i.e.*, don't add **9, 8** or **71–76**) before the number.
Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.

2 Delete pager number

Deletes the currently programmed pager number.

3 Display current pager number

Displays the currently programmed pager number.

4 Urgent message activation

1 Urgent messages only

Only urgent messages will be delivered.

> **Note:** Remember to say in your personal greeting that callers should press **2** to mark a message as urgent. (For more on personal greetings, see page D.1.)

2 All new messages

Any new message will be delivered.

7 Personal Call Routing

For details, consult the *IVX Presence Management User's Guide* (ESI part # 0450-0793).

> **Note:** This function is available **only** if your phone system is using IVX Presence Management. If you're not sure whether it is, consult your System Administrator. For more information about IVX Presence Management, visit *www.esi-estech.com/presence*.

9 Message Recycle Bin (un-delete)

The most recently deleted message will be played first. Press **9** to move to the next message. Press **8** to restore the message to your mailbox as a new message.

Voice mail operation

Your phone system provides accurate and timely messages. Others will become more comfortable leaving you voice messages if you promptly retrieve and respond to your messages.

VOICE MAIL key

On a 48-Key or 24-Key Feature Phone, use the **blue VOICE MAIL key** for direct access to all voice mail features, such as picking up messages or transferring directly to mailboxes.

> **Warning:** To use voice mail from a 12-Key Feature Phone, you must assign key code 579 to a programmable feature key (see "Programmable feature keys," page C.3, and "Optional features," page F.11). **Failing to do so will disable the mailbox.** (When you try to access a disabled mailbox, the system will notify you that it's disabled.) You still can retrieve previously left messages and access user programming, but the mailbox won't be able to receive new voice messages. Therefore, to enable the mailbox, assign key code 579 to a programmable feature key.

Personal greetings

Initially, your mailbox has a generic **greeting**: "*You have reached the mailbox for extension xxx. Dial **0** to reach the operator or begin recording at the tone."* You can record up to three different personal greetings in your own voice indicating your availability to return calls.

Examples

> **Sample greeting 1:** *Hi, this is [name]. I'm away from my desk or on the phone right now; so please either dial zero to reach our operator, or leave me your name, number and message at the tone and I'll get back to you as soon as I can.*
>
> **Sample greeting 2:** *Hi, this is [name]. I'm out of the office. You may dial **1 2 2** for my assistant or, if you prefer, you may leave me a voice message at the tone — I'll check in regularly — or, if it's important, dial **2** now to leave me an urgent message that will page me automatically.*
>
> **Sample greeting 3:** *Hi, this is [name]. I'm away from my desk at the moment. To have me paged, dial **3**.To reach the operator, dial zero. Otherwise, leave your name and phone number at the beep so I can return your call.*

Depending on auto attendant usage and your personal preferences, you **may** wish to include one or more of these options in your personal greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
2	To mark this message as *urgent* (see "Urgent messages," page D.9)
3	To page the person for whom the caller is leaving a voice mail message
4	To perform off-premises "reach-me" (see "Off-premises 'reach-me,' page D.3)[1]
8	To the main greeting (if your system is using the auto attendant)
XXX	An extension number of another user

You can change any personal greeting as often as necessary, by just recording over a previously recorded personal greeting.

> **Warning:** **Do not** delete **all** of your personal greetings; make sure at least one always remains. Deleting all the greetings not only **doesn't** revert to the initial default greeting, it also **will** turn off your mailbox.

[1] If your system is using IVX Presence Management, consult the *IVX Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using IVX Presence Management, consult your System Administrator. For more information about IVX Presence Management, visit *www.esi-estech.com/presence*.

Personal greeting keys

You can program a programmable feature key as a **personal greeting key** for any one of the three personal greetings (see page F.13). Once created, this shortcut can then be used to activate the associated personal greeting (the key's LED will glow green and the greeting played as confirmation).

> **Note:** To re-record this greeting, press **RECORD** while the confirmation is playing and follow the prompts (on a 12-Key Feature Phone, which has no **RECORD** key; press **PROG/HELP 1 3 1** from idle).

Leaving messages . . .

If you call another station that is DND, busy or does not answer — or if you call a special mailbox (such as a guest or group mailbox) — you will be transferred to the mailbox. You can skip the mailbox's personal greeting by pressing **1**; this takes you directly to the record tone.

. . . directly in another user's mailbox

The procedure for going directly to another user's mailbox[1] without ringing his/her extension depends upon whether you have that user's extension set as one of your station keys:

- If you do, press **VOICE MAIL** and then the person's station key.
- If you don't, press **VOICE MAIL** and **TRANSFER** and then dial the extension number.

Either will connect you directly to that user's personal greeting.

. . . in several users' mailboxes using a Quick Group

You can leave a direct message in several users' mailboxes at the same time by pressing **VOICE MAIL** and the desired station keys — thus creating a **Quick Group.** You can also move messages or recordings to a Quick Group in the same manner.

> **Notes:** You can use only station keys to select the additional mailboxes for Quick Groups.
> If you have a department programmed as a station key, pressing **VOICE MAIL** and then the department's station key will leave a message for all members of the department.

[1] You also can leave messages in mailboxes (such as guest mailboxes) that **don't** have extensions associated with them.

AutoPage

This feature lets you have outside callers internally page you after they've been forwarded to your voice mailbox and are listening to your personal greeting (see "Personal greetings," page D.1). **You must have personal greeting 3 selected *and* it must tell callers to press 3 for this feature.** If the caller dials **3** during the personal greeting, he/she is placed on hold; the system then pages you by name, followed by the phrase "You have a call on line" and the line on which the call is on hold (*e.g.,* "John Doe, you have a call on line 21"). If you don't answer the page within a programmed interval, the caller is forwarded back to your extension/voice mailbox.

> **Note:** This feature is active if your administrator authorizes your station for it, you have set your mailbox to play personal greeting 3, and a directory name is recorded for your station.

Sample personal greeting 3 for AutoPage:

> *"Hello. This is Rick. I'm currently unable to receive your call. To have me paged throughout the building, please press **3** now. Otherwise, please leave me a message after the tone and I will return your call as soon as possible."*

Moving and deleting a message

When you move a message, the system accesses another submenu to determine whether you want to move and delete a message, or move and save it. After you press **6** to move a message, the prompt will ask whether you wish to:

- Move the message but also save a copy of it in your voice mailbox
  or
- Move the message and delete it from your mailbox.[1]

Off-premises "reach me"

After a caller has been forwarded to your voice mailbox and is listening to your personal greeting, this feature allows the caller to be forwarded to a number outside the system — *i.e.,* a regular phone number rather than an extension. **You must have personal greeting 2 selected and it must tell callers to press 4 for this feature.** When the caller presses **4** during your greeting, the system forwards him/her to the number set for "phone delivery" under "external message notification" (**PROGRAM 6 2** — see pp. C.5–C.6). If that number doesn't answer, the caller is returned to your voice mailbox. When you receive a forwarded call, you'll be prompted to "press any key" to accept the call.

> **Note:** This feature is activated only if your administrator enables it on your station and you have set your mailbox to play personal greeting 2.

Sample personal greeting 2 for off-premises "reach me":

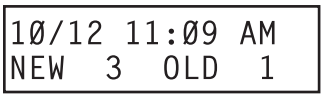
> *"Hello. This is Rick. I'm currently out of the office. To attempt to reach me on my mobile phone, please press **4** now. Otherwise, please leave me a message after the tone and I will return your call as soon as possible."*

[1] This feature is activated only if the Installer enables it on your system.

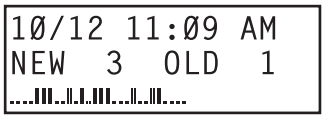
Message retrieval

Message(s) waiting display

If you have at least one **new** message, the **VOICE MAIL** LED will blink and your display will show the number of new and old messages in your mailbox.[1]



24-Key Feature Phone



48-Key Feature Phone

Note: Message status (shown in the examples above as *NEW 3 OLD 1)* appears only when new messages exist.

Retrieving voice mail messages from your ESI Feature Phone

1. Press **VOICE MAIL**.
2. Enter your password if required (you may change the requirement for a password in user programming menu 5; see "Password," page C.5).
3. The ESI phone system will start playback of messages with the oldest new message and continue until all messages are played. The display will show the origination of the message, the countdown duration of the message, whether new or old, and the time/date of when the message was left.

24-Key Feature Phone

48-Key Feature Phone (also shows running playback time in reverse)

4. At the end of each message, the ESI phone system prompts you for instructions (see the chart, "Keys' functions during voice mail message retrieval," *next page)*. Once you've learned these prompts, you can proceed more rapidly by pressing one of the appropriate keys any time during a message or during a prompt.

Note: If, while picking up messages, you receive a call-waiting tone, hang up. When your phone rings, lift the handset and you will be connected to the waiting call. Alternatively, you may simply press **RELEASE** (or quickly press the hookswitch) when you hear the call-waiting tone; this automatically connects you to the waiting call **without** your having to first hang up, then pick back up, the handset.

5. To **exit** playback of messages, simply hang up your phone.

Note: If you hang up **during** playback of a message, the system saves that message **and** all others not deleted.

[1] A 12-Key Feature Phone will display only the date and time.

New message skip

When listening to new messages, press **9** twice (within two seconds) to save a message as new. This message will be played again as a new message the next time you access your voice mail.

> **Note:** When you press **9** once to save the message as old, there is a short delay before the system tells you it has saved the message. To bypass this delay after pressing **9**, just press # to hear the next message.

Keys' functions during voice mail message retrieval from an ESI Feature Phone

Key	Function name	Description
1	**Pause**	Pauses for one minute or until you press **1** again.
2	**Time and date/ number toggle**	Toggles the bottom line of the display between the message's time/date and the caller's number.
3	**Reply**	Replies to the originator of a message (possible only if message came from another user in the system). Record your reply at the tone and then press **1** to stop, after which the system returns you to your mailbox and the message to which you were replying.
4	**Back up (rewind)**	• If pressed **during** message playback, rewinds 4 seconds for each key-press. • If pressed **after** the playback has finished, returns to beginning of message.
5	**Fast forward**	Advances playback 4 seconds for each key-press. *(Not available from an analog phone or off-premises location.)*
6	**Move**	Moves a copy of the message to another user's mailbox. You may move the copy with or without an introduction. After the move, the system returns you to your mailbox and the original message.
7	**Delete**	Deletes the message from the mailbox (see "Message Recycle Bin," page D.9).
9	**Save**	Saves the message (it will play as an old message the next time you retrieve messages).
9 9	**Save as new**	Skips over a new message and leaves it as a new message (*i.e.,* it will be played as a new message the next time you pick up messages). You must press the **9** key twice within two seconds.
REDIAL	**Auto-callback**	Exits your mailbox without erasing the message, and then automatically dials the number. [1] *(Not available from an analog phone or off-premises location.)*
ESI-DEX	**Store**	If Caller ID is present, saves to your Personal Dex for later use. *(Not available from an analog phone or off-premises location.)*
#	**Leave a message**	Lets you record a message in another mailbox. At the prompt, enter the desired mailbox number.
*	**Check other box**	Checks messages in another mailbox (may require a password, depending on the mailbox's setting; see "Password," page C.5).

Retrieving voice mail messages using another user's ESI Feature Phone

1. Press **VOICE MAIL** and then *.
2. Dial your extension number.
3. Follow the procedures described in "Retrieving voice mail messages from your ESI Feature Phone" (page D.4).

[1] A local call may not be dialed correctly depending on the limitations of the local dialing plan. You may need to dial some of these calls manually.

Virtual Mailbox Key

(Not available on 12-Key Feature Phone.)

If you frequently pick up your messages from another user's ESI Feature Phone or have others help pick up your messages, you may want to program a programmable feature key on that phone as a **Virtual Mailbox Key**™ for your mailbox. When you have new messages, the key will blink, press it to automatically connect to your mailbox. This feature does not affect your ability to pickup messages from your own phone.

> **Note:** Assign to the programmable key the following — **VOICE MAIL** ✱ and then either your extension number or your voice mailbox number (see "Programmable feature keys," page C.2).

Retrieving messages from an off-premises location

You can pick up messages when away from the office or from an analog station. Since the display is not available to you, message handling will operate slightly differently.

To retrieve your message from a remote location:

1. If the auto attendant's main greeting answers your call, press ✱ and enter your mailbox number. If the operator or another user answers your call, have the person transfer you (by pressing **VOICE MAIL** and ✱, then pressing your station key [or entering your mailbox number] and then hanging up).
2. If required, enter your password.
3. The ESI phone system will announce the number of new and old messages, and will start playback of messages starting with the oldest new message and continue until all messages and recordings have played or you press ✱ to disconnect.

For more information, see page C.5.

Additional functions available during off-premises voice mail message retrieval

Key	Function	Description
2	**Hear time/date**	Pauses the message, plays the time/date when the message was left and resumes.
5	**Access user programming**	Access certain user-programmable features. **Note:** Fast forward is not available from a remote location.
8	**Main greeting**	Goes to the main greeting.
0	**Operator**	Transfers you to the operator.
#	**To other mailbox**	To leave a message in another user's mailbox.
✱	**Disconnect**	Disconnects you from the system. Always press ✱ before hanging up (if you press it during message playback, the system will save the playing message and any other currently unsaved messages in your mailbox).

Live recording

(Not available on 12-Key Feature Phone.)

To begin recording both sides of the conversation during a call, press **RECORD**. Recording will continue until either you press **RECORD** again, the call is completed or the maximum record limit[1] is reached (default is 10 minutes). To resume recording, you must press **RECORD** again. During recording, the **RECORD** LED will "flutter" (blink rapidly) green and the *RECORDING* will appear on the display.

> **Note:** The Installer may have programmed your system to insert a short tone every 15 seconds while recording.

You can record any conversation, including a conference call[2] or service observing call (see "Service observing," page F.12). You also can make a **personal recording** — useful for recording personal reminders, in office conversations or meetings — by lifting the handset or pressing **SPEAKER** and then pressing **RECORD**. Internal dial tone will stop and recording of your station will begin until either **RECORD** is pressed again or you hang up, whichever occurs first.

> **Note:** Interruptions in conversation may compromise the quality of the recording.

Quick Move™

The **Quick Move** feature is perfect for use by a receptionist or, indeed, anyone who receives a call that would be more appropriate for one or more other currently unavailable co-workers (for whom you have programmed station keys on your phone). Let's say someone calls and wants to speak to one of your co-workers. You say that the co-worker isn't there now but you'll be happy to let the caller leave a voice message. However, the caller protests that he doesn't "want to talk to a recording" and wants you to write down the message. Worse, you know that some of your other co-workers will want to hear what this caller has to say.

But here's all you have to do: just press **RECORD** and then, while recording (and "taking down" the message, as far as the caller knows), press the station keys for those to whom you wish to Quick Move the message. You can do this for as many stations as you have station keys programmed on your phone.

Each designated user's mailbox will receive the recording as a new message, but **your** mailbox will **not** have the recording. This feature saves you a number of steps — *i.e.*, you won't need to access your mailbox **and** move the recording **and** delete the recording from your mailbox.

Playback of recordings

If you have recorded conversations, they will play after your old messages, or you can access them directly by pressing **VOICE MAIL, RECORD**. This will play back the recordings, starting with the newest recording. Recordings can be handled just like other messages.

[1] Adjustable by only the Installer.
[2] Upon playback, a recording of a conference call can sound garbled if more than one person at a time is speaking.

Off-premises message delivery

Introduction

The ESI phone system can be programmed to deliver messages to an off-premises phone and/or to page you when your voice mailbox receives a message. You can set the phone number (cell phone, home number, another extension, etc.), a **delay time** (the period that the system is to wait before attempting to deliver the message), and the pager number. You can further set the system to deliver only messages marked as urgent (see "Urgent messages," page D.9).

The administrator can also set for your station the:

- Number to be called or paged
- Delay period
- Number of attempts
- Interval between attempts (in increments of 30 minutes)
- "Quiet period" which suspends message delivery for late night, etc.

If you have programmed both an off-premises delivery number and a pager number, the system will prompt you to choose one of the following delivery options:

- Phone-only
- Pager-only
- Phone, then pager — Attempts phone delivery until the maximum number of attempts has been tried, then follows paging programming.
- Phone and page at the same time
- No off-premises delivery

> **Note:** If your system is using IVX Presence Management, consult the *IVX Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using IVX Presence Management, consult your System Administrator. For more information about IVX Presence Management, visit *www.esi-estech.com/presence*.

Message delivery

. . . To a phone

Whenever your mailbox receives a new/urgent message (see "Urgent messages," *below)*, the system will call the number that you have programmed and play the prompt: *"You have messages. Please enter your password."* The prompt will repeat three times before the system assumes that no one has answered (*i.e.,* because it has "heard" no password) and disconnects.

Upon answering, enter your password (if you have set your password options for no password, you must enter **0** as your password).

> **Warning:** A "✱" response instead of the password will cause the system to suspend calling you until it receives the next new/urgent message.

You will then be connected to your mailbox and can proceed with normal remote operation (see "Retrieving voice mail messages from an off-premises location," page D.6).

. . . To an external pager

You can program **pager notification** to operate either as the sole notification method or in conjunction with phone delivery.

You can have the system call and activate your external pager whenever the first new/urgent message is left in your mailbox and repeat the page (at the interval programmed by the administrator) until all new messages have been retrieved.

> **Note:** Either entering or deleting the phone number to be called for off-premises delivery or activate your pager[1] will toggle the feature on or off.

Refer to page C.5, option 6 ("External message notification"), for specific menu selections.

Urgent messages

You can have all new messages delivered or choose to have only **urgent messages** delivered. If you have enabled the urgent message feature as part of user programming (**PROGRAM 6 4**), you must include, in your personal greeting, instructions for the caller to press **2** to mark the message as urgent. (See "Examples: Sample greeting 2" under "Personal greetings" on page D.1.) If you have new, urgent messages, your **VOICE MAIL** key's LED will "flutter" (blink rapidly) and, when you retrieve your messages, the system will play urgent messages ahead of other new messages.

Message Recycle Bin (un-delete)

The ESI phone system stores your most recently deleted 10 messages in a **Message Recycle Bin** to allow you to recover, or "un-delete," messages that may have been deleted in error.

You access the Message Recycle Bin through user programming (**PROGRAM 9**). Press **9** to advance through deleted messages. Press **8** to restore a message to your mailbox as an old message.

Status indicator lamp

(Not on 12-Key Feature Phone.)

The red **status indicator lamp**, located at the top of a 24-Key or 48-Key Feature Phone, indicates three conditions:

- **Phone is off-hook** — Light glows solid red.
- **Phone is ringing** — Light "flutters" continuously.

> **Note:** The light won't "flutter" if the ringer volume is turned off.

- **Phone has at least one new voice mail message** — Light blinks.

For example, if a user is wearing a headset, it can be difficult to know whether he/she is on a call. Therefore, just look at the status indicator lamp — if it's glowing solid red, the person is, indeed on a call.

> **Note:** If **more** than one of these three conditions is true at the same station, the status indicator lamp will behave according to the following priority: off-hook, then ringing, then new voice mail. Here's an example. You have a new voice mail message waiting, which makes the status indicator lamp blink. However, if the phone begins to ring, the status indicator lamp will "flutter" continuously because ringing has a higher priority than new voice mail; and, if you then pick up the handset or press **SPEAKER** to take the call, the status indicator lamp glows solid red because the off-hook condition has the highest priority of the three conditions.

[1] If pager notification was enabled as described.

Optional voice mail feature: Guest mailboxes

> **Important:** This is a special, optional feature not explained in the tutorial. Be sure to get your guest mailbox number from the Administrator.

Guest mailboxes *(300–489)* are perfect for personnel such as outside sales or manufacturing personnel who do not have an internal extension assigned to them but still need a mailbox. You can handle a guest mailbox as it were a regular extension (*i.e.,* list it in the directory, assign a programmable feature key for transfer to it, etc.).

> **Notes:** A guest mailbox must have at least one personal greeting recorded to be activated and, thus, able to accept messages.
>
> If your system is using IVX Presence Management, consult the *IVX Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using IVX Presence Management, consult your System Administrator. For more information about IVX Presence Management, visit *www.esi-estech.com/presence*.

Personal greetings

You can record up to three different personal greetings in your own voice indicating your availability to return calls. Also, you can change the personal greetings as often as necessary by recording over a previously recorded personal greeting. (See "Select personal greeting," page D.1, to learn how to program these greetings.)

Retrieving guest mailbox messages from an ESI Feature Phone

To retrieve guest mailbox messages from an ESI Feature Phone, follow the same procedure described in "Retrieving voice mail messages using another user's ESI Feature Phone" (page D.5), except that you enter your *guest* mailbox number (in the range, 300–489) rather than an extension number.

Keys' functions during voice mail message retrieval

See the chart on page D.5.

Virtual Mailbox Key

See "Virtual Mailbox Key," page D.6.

Programming your guest mailbox from an ESI Feature Phone

Press **PROGRAM** ✳, then the mailbox number and then # to confirm. You will be prompted to: record the greeting, change the password, enter an external paging number, or exit by hanging up.

You can record up to three different personal greetings in your own voice indicating your availability to return calls. To record a personal greeting, press **PROGRAM 1** and then follow the instructions you'll hear.

> **Tip:** If necessary, review "Personal greetings," pp. D.10–D.10, for options and sample greetings.

You can change any personal greeting as often as necessary, by just recording over a previously recorded personal greeting.

> **Warning:** **Do not** delete **all** of your personal greetings; make sure at least one always remains. Deleting all the greetings not only **doesn't** revert to the initial default greeting, it also **will** turn off your mailbox.

Select the desired greeting number — 1, 2, or 3. The current greeting will be played followed by prompts to re-record, delete, hear again, or select as the current greeting by pressing #.

1 Record personal greeting

Begin recording at the tone, press **1** to stop. The new personal greeting automatically replaces the previous greeting.

> **Important:** Your mailbox will work only if at least one personal greeting exists for it.

2 Delete personal greeting

When prompted, press **2** again to confirm deletion. (See "Important" note, *above*.)

3 Hear current personal greeting

Password

See "5 Password," page C.5.

Off-premises message delivery

See "Off-premises message delivery," page D.8.

Message delivery to a phone or pager

See "Message delivery," page D.8.

Urgent messages

See "Urgent messages," page D.9.

Message Recycle Bin (un-delete)

See "9 Message Recycle Bin," page D.9.

Optional voice mail feature: Group/broadcast mailboxes

> **Important:** This is a special, optional feature not explained in the tutorial. Be sure to get your group mailbox number from the administrator.

An important note about Quick Groups

Any user can use the **Quick Groups**™ feature to send a message to any combination of users (for each of whom a station key has been programmed) without having to create specific group mailboxes. No programming is required to initiate Quick Groups.Group mailboxes are used if the members of the group rarely change or if members want to be able to easily leave messages for one another, etc.

Introduction to group mailboxes

Group mailboxes let you broadcast a "master" message to all **members** of a pre-defined group of users (or guest mailboxes). When you record a master message in the group mailbox, the ESI phone system instantly copies it into the mailbox of each member who has recorded a personal greeting.

> **Note:** A member can only delete or save his **copy** of a group message; the group mailbox will retain a saved group message until deleted by every member of the group.

The master message remains in the group mailbox until all members have saved their copies or deleted them from their mailboxes.

> **Warning:** If you delete the master message from the group mailbox, all remaining copies will automatically be deleted from the member's mailboxes.

> **Example:** You have left a group message reminding everyone in the group of a meeting for Friday. The following Monday, if the message is still in the group mailbox (indicating that at least one of the persons has not deleted the message), you can delete it from the group mailbox which will delete it from all member mailboxes who have not yet heard the message and deleted from their mailbox.

You may give the group mailbox number and password to others to allow them to also record master messages. Setting "0" as the password eliminates the password requirement.

Introduction to the broadcast mailbox

So that you may easily contact all users on the system, the ESI phone system's Group Mailbox 500 automatically consists of all station users **who have personal greetings recorded.**

Leaving a group message

Call the mailbox number and enter the appropriate password (if required).

Deleting a group message from the group mailbox

Enter group mailbox programming by pressing **VOICE MAIL**, ✳, and the group mailbox number. You will hear any previously recorded group messages not yet deleted by all members of the group. Delete by pressing **7**. Exit by hanging up.

Programming a group mailbox

Press **PROGRAM** ✳ followed by the group mailbox number. You will be prompted to record the mailbox greeting, change the password, or edit the list of members. Exit by hanging up. For frequent access to leave group messages, program a group mailbox number as a programmable feature key. (See "Programmable feature keys," page C.2).

Virtual Mailbox Key

To help monitor that all messages have been picked up, you can program a programmable feature key on any ESI Feature Phone as a **Virtual Mailbox Key** for the group mailbox. When new messages exist, the key will blink rapidly; press it to connect automatically to the mailbox. Program the programmable feature key with **VOICE MAIL** ✳ followed by the mailbox number (see "Programmable feature keys," page C.2).

Optional voice mail feature: Cascade paging mailboxes

> **Important:** This is a special, optional feature not explained in the tutorial. Be sure to get your cascade paging mailbox number from the Administrator.

A **cascade paging mailbox** pages up to three designated numbers (of up to 24 digits each) in a sequence called a *cascade*.

If a cascade paging mailbox receives a new message, the ESI phone system will page the first number for a set number of times. If it receives no response, the ESI phone system then pages a second number for a set number of times. If, again, there is no response, the ESI phone system pages the third paging number; and the system will then page all three pagers, in sequence, until someone does finally retrieve the message. This is useful for a variety of individuals who must be "on-call" after hours, such as doctors, plumbers, technical support representatives, wrecker drivers and volunteer fire fighters.

Programming your cascade paging mailbox

Press **PROGRAM** ✳ followed by the cascade paging mailbox number. You will be prompted for recording mailbox greetings; password administration, programming the pager numbers and intervals; and accessing previously deleted messages.

To set the pager numbers, you will be prompted to enter each paging number and the number of times that it is to be paged before the next paging number is also paged.

> **Note:** Enter **only** the paging number; **do not** include the line access code (**9**, **8** or **71–76**). Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.
>
> **Note:** For those situations where more than one cascade paging mailbox is in operation, the ESI phone system automatically sends the mailbox number to the display of a digital pager, to indicate **which** mailbox has new messages.

Retrieving cascade paging mailbox messages

Retrieving messages when off-premises

1. Call the main number.
2. If the auto attendant main greeting answers, press ✳ and the cascade paging mailbox number. If a live operator answers, have the operator transfer you (by pressing **VOICE MAIL** and ✳, followed by entry of the cascade paging mailbox number).

Retrieving messages when using an ESI Feature Phone

Press **VOICE MAIL** ✳ and then enter the mailbox number.

Virtual Mailbox Key

See "Virtual Mailbox Key," page D.6.

Message Recycle Bin (un-delete)

See "Message Recycle Bin," page D.9.

Optional voice mail feature: Q & A mailboxes

> **Important:** This is a special, optional feature not explained in the tutorial. Be sure to get your Q & A mailbox number from the Administrator.

Q & A (question and answer) **mailboxes** allow you to ask callers for more detailed information, such as on an employment questionnaire or a survey.

As a Q & A mailbox owner, you can record up to 10 questions. the system groups the individual answers and plays them back as a single message (separated by short beep tones). Normal message handling capability — delete, save, etc. — applies to all answers within the message.

> **Note:** Each **answer** can have a maximum length of a regular message as programmed by the Installer.

Include in the first question instructions to conclude each answer by pressing **1** or to pause for the next question: "*Record your name at the tone, then press **1** or pause for the next question."* [Next:] *"Record your address at the tone…"* [etc.]

At the conclusion the caller can be forwarded to another extension, mailbox, or automatically disconnected. Include in the last question the appropriate information such as: "*This is the last question. After you have finished, please hang up…."*

> **Note:** If the caller does not respond to two questions in a row, the call will be disconnected.

Q & A mailboxes are turned "on" only when questions have been recorded. Deleting all questions will turn "off" the mailbox.

Programming Q & A mailboxes

1. Press **PROGRAM** ∗ followed by the Q & A mailbox number.
2. You will be prompted to do one of the following:
   (a.) Record the questions
   (b.) Change the password
   or
   (c.) Access previously deleted messages.
   (See the following explanations.)
3. When finished, exit by hanging up.

(Continued)

1 Select question

Select the desired question number, 1–10. the ESI phone system will play the question and give you the option to perform one of the following:

1 Record question

Begin recording at the tone; press **1** to stop. The new question automatically replaces the old one with that question number.

> **Note:** The mailbox will not be enabled if **no** questions exist.

2 Delete question

When prompted, press **2** again to confirm deletion. If you delete a question in the middle of a list without replacing it, the playback numbers of the other messages will not change (this is important only for your knowledge in programming, since the system itself won't introduce each question to the caller as "Question 3," "Question 6," *etc.*).

> **Example:** If you deleted question number 3 out of 5 questions, the system would play only questions 1, 2, 4, and 5 to a caller. When you retrieve the playback, two beep tones will separate answers 2 and 4.

3 Hear current question

2 Password

The password may consist of two to eight digits followed by # (*0* cannot be the first digit). If you prefer not to have to enter a password, enter **0** as the entire password.

9 Message Recycle Bin (un-delete)

The ESI phone system stores your most recently deleted 10 messages in a **Message Recycle Bin** to let you recover, or "un-delete," messages that may have been deleted in error. Press **PROGRAM 9** to advance through deleted messages. Press **8** to restore a message to your mailbox as an old message.

Retrieving messages from an ESI Feature Phone

Press **VOICE MAIL**, ✻ , and the mailbox number.

Virtual Mailbox Key

See "Virtual Mailbox Key," page D.6.

Retrieving messages when off-premises

1. Call the main number.
2. If the auto attendant main greeting answers, press ✻ and the Q & A mailbox number.
   If a live operator answers, have the operator transfer you (by pressing **VOICE MAIL** and ✻, followed by entry of the mailbox number).

(This page included for pagination purposes only.)

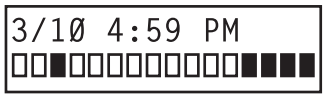
ESI Feature Phone operation

Display

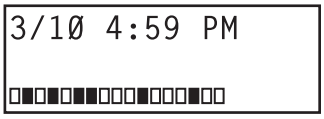
When your phone (or **station**) is not in use, the **display** will show the current date and time, activated features such as DND (do not disturb; see "**MUTE/DND**," page E.3), monitor mode, etc.), and — on a 24-Key or 48-Key Feature Phone — the system's current line usage. The line usage display you see will depend on (a.) how many lines you have and (b.) which Feature Phone that you're using.

- **If your system has a smaller number of lines** (18 or fewer if you're using a 48-Key Feature Phone; 16 or fewer if you're using a 24-Key Feature Phone), each block on the bottom line of the display will represent an individual line (as in the examples, *right)*. Incoming calls usually are assigned beginning with Line 1 at the far-left line indicator. Outgoing calls are assigned from the highest numbered line beginning at the far right.

24-Key Feature Phone
with 16 or fewer lines



48-Key Feature Phone
with 18 or fewer lines



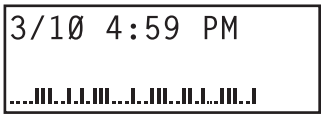
▮ *Line in use*
▯ *Available line*

- **If your system has a greater number of lines** (19 or more if you're using a 48-Key Feature Phone; 17 or more if you're using a 24-Key Feature Phone), the bottom line of the display will provide an approximate representation of the lines in use (shown at *right)*.

24-Key Feature Phone
with 17 or more lines

A high percentage of lines in use

48-Key Feature Phone
with 19 or more lines



A high percentage of lines in use

As you use your ESI Feature Phone, its display changes frequently to give you detailed information during call processing and voice mail operations.

Fewer lines in use

Fewer lines in use

▮ *Line in use*
▪ *Available line*

Caller ID

If you subscribe to Caller ID from your telephone service provider, the phone's display will show an outside caller's name and/or number.[1] In some instances, the service provider can send only a general caller status — such as *UNAVAILABLE, PRIVATE* or *NO DATA SENT*.

[1] If you don't subscribe to Caller ID, the LCD will show which line is receiving the call, instead of the caller's name or number.

Keys

Programmable feature keys

The phone's **programmable feature keys** — nine on the 12-Key Feature Phone, 12 on the 24-Key Feature Phone and 30 on the 48-Key Feature Phone — have been pre-programmed by the installer. You may wish to add to or change some of these keys to perform different functions explained throughout this manual. Press **PROGRAM** to verify current settings (see "Station programming," page C.1).

Important: Each of the two smaller Feature Phones, 12-Key and 24-Key, has a combination ("combo") **PROG/HELP** key, while the 48-Key Feature Phone has separate **PROGRAM** and **HELP** keys. If you're using a 12-Key or 24-Key Feature Phone, press **PROG/HELP** wherever this *User's Guide* instructs you to press either **PROGRAM** or **HELP**.

Note: To use voice mail, conference calling and mute/DND on a 12-Key Feature Phone, you must program these features into programmable feature keys (see "Optional features," page F.11).

Fixed-feature keys

The **fixed-feature keys** on the phone are permanently labeled as to their usage. The **FLASH/REDIAL** and **MUTE/DND** key on either Feature Phone each have two purposes; your ESI phone system will govern this by permitting only the appropriate function when either is pressed, depending on the circumstances at that moment. The different phone models have some different fixed-feature keys.

Keys' LEDs (lamps)

The LEDs *(light-emitting diodes)*, or lamps, associated with the programmable and fixed keys aid in determining the status of their function. In general:

- **Green** indicates a function associated with your phone.
- **Red** indicates an occurrence at another station.
- A **solidly lit** lamp indicates in-use status.
- **Blinking** indicates an action, such as ringing or holding, is required; a **fast blink** calls for immediate action.

As an example, a blinking red key is a call ringing at another station; blinking green signifies ringing at your station. (See also "Line keys," page F.11.)

SPEAKER key and speakerphone operation

For hands-free conversation, use the **SPEAKER** key. When an outside call rings, you can press **SPEAKER** to connect to the caller via your phone's built-in speakerphone. This lights the **SPEAKER** key's LED. Or, while using the handset, you can switch a call to the speakerphone by pressing **SPEAKER** and hanging up the handset. (To revert to the handset from speakerphone mode, lift the handset again.) To perform **group listening** — *i.e.*, have a handset conversation **along with** the caller's voice broadcast over your speaker[1] — press **SPEAKER** while on a handset conversation **but do not hang up the handset.**

Hands-free answer (internal calls only)[2]

You can program your phone either to enable or disable **hands-free answer** — press **PROGRAM 3 5**. With hands-free **enabled**, an internal call to your station generates a short ring and a double connect tone, then automatically connects the caller to your speakerphone. With hands-free **disabled**, an internal call to your station generates a single-ring cadence; outside calls ring with a double-ring cadence.

Volume/scroll keys

The two smaller keys labeled ▲ and ▼, located just above the dial pad, serve two purposes:

- **Adjusting the volume** heard through the handset and speaker — Your phone will maintain the chosen volume setting until you change it.
- Serving as **scroll keys** for operations, such as Esi-Dex or programming, that may show several entries on the display.

MUTE/DND key

To disable your handset or speaker microphone during a conversation (either with the handset or speaker), press **MUTE/DND**. While the mute function is activated, the **MUTE/DND** LED will blink rapidly and the display shows "MUTED."

When your phone is idle and you wish to make sure its calls go straight to voice mail, press **MUTE/DND** to toggle your phone in or out of DND (do-not-disturb) mode. The display will show *DND* and the **MUTE/DND** LED will glow amber.

Notes: If you press **MUTE/DND** while your phone is ringing, this forwards the call to your voice mailbox (see "Voice mail operation," pp. D.1–D.15) and your station will be placed in DND.

If your phone system is using IVX Presence Management, your phone's **MUTE/DND** key won't turn amber when you exit the building using your electronic key; for more details, refer to the *IVX Presence Management User's Guide* (ESI part # 0450-0793). If you're not sure whether your system is using IVX Presence Management, consult your System Administrator. For more information about IVX Presence Management, visit *www.esi-estech.com/presence*.

Soft feature keys

Soft feature keys are *dynamic:* when used, they constantly change your ESI Feature Phone's status. These soft keys, located under the display, include **ESI-DEX**, **PROGRAM** and **scroll keys** (▼ and ▲). Along with spoken and displayed commands, they guide you through the use of Esi-Dex (page F.1), various programming activities and controlling the volume of your phone's handset and speaker.

[1] Group listening must be enabled by the Installer.
[2] The 12-Key Feature Phone supports only hands-free **listening**. To **answer**, you must pick up the handset.

Dial tone

When you first lift your handset, you will hear an **internal dial tone** that allows you to call other stations or perform other internal functions. To gain an **outside** dial tone, dial **9** (or **8** or **71–76**)[1] or press a programmable feature key that has been set as a line key. (A line key, when pressed, automatically gains an outside line. Consult your System Administrator if you have questions.)

Basic phone use

Outside calls

To answer (double-ring cadence): Lift the handset **or** press **SPEAKER**.

To place: Lift the handset **or** press **SPEAKER**. Then either press an unlit line key or dial **9** (or **8** or **71–76**) to be assigned an outside dial tone.

To hang up: Replace the handset **or** press **RELEASE or** — if using the speakerphone — press **SPEAKER**.

Important: If you're using a VoIP-enabled system, be aware that your outside phone lines' quality can affect the audio quality of local and Remote IP Feature Phone(s). Due to the interface between advanced, packet-based phone systems and the traditional public telephone network, a poor-quality phone line can degrade audio quality, causing an echo on outside calls. An **occasional** echo isn't unusual and doesn't necessarily indicate a problem with your system or lines; however, if this problem occurs **persistently**, contact your Certified ESI Reseller for assistance.

Internal calls

To answer (single-ring cadence): In hands-free mode, answer directly through the speakerphone **or** pick up the handset. Or, to answer a ringing call, lift the handset **or** press **SPEAKER**.

To place: Lift the handset and dial the extension number **or** press a station key (see "Direct station select," below).

To hang up: Replace the handset **or** press **RELEASE or** press the station key again **or** — if using the speakerphone — press **SPEAKER**.

Shortcut for either outside or internal calls:

If you press a station key or dial an extension number, the phone system automatically activates the speakerphone.

[1] What you dial to reach an outside line depends on your system's particular setup. If you're not sure, consult your administrator.

Direct station selection

Programming some of the programmable feature keys (see pp. C.2–C.3) as **station keys** will provide direct access to those stations as well as providing lamp information as to their status. The station keys' LEDs indicates the status of the station assigned to each key:

If a station key's LED is . . .	The station assigned to that key is . . .
Unlit	Available; currently unused
Red; steadily lit	In use
Red; blinking	Ringing from another call
Green; steadily lit	Connected to you (including via voice mail)
Green; blinking	Ringing from your call
Amber; steadily lit	In DND mode[1]

To call another station programmed into one of your station keys:

1. Press an available (unlit) station key.
2. The called station will sound a short ring followed by a double connect tone.
3. The phone system will activate the called station's speakerphone (**or** the station will ring **if** that station's user has hands-free answer disabled).
4. To disconnect when finished, do **one** of the following:
   - Replace the handset.
   - If in hands-free mode, **either** press the station key again **or** press **SPEAKER**.
   - Press **RELEASE.**

If you press a key for a station that's in use (red; steadily lit), you will "camp onto" the station, where its Feature Phone's display will tell its user that you're waiting (see "Call waiting," page E.10).

If you press a key for a station that's in DND (amber; steadily lit), you'll be forwarded directly to the person's mailbox.

Transferring an outside call . . .

. . . to another station

Blind transfer

1. While connected to an outside call, press a station key (**or** press **TRANSFER** and then dial the extension number).
2. Hang up immediately to perform a **blind transfer.**

> **Note:** If the called person does not answer, the caller will be forwarded either to the called person's mailbox or another destination the Installer has programmed.

Supervised transfer — announcing the caller to the called person

1. Do **not** hang up (as in "Blind transfer," above); instead, wait until the called person answers.
2. Announce the caller (*e. g.,* "Hello; I've got Bill on the line and I'm transferring him to you now.")
3. Hang up.

> **Note:** If the transferred-to person does not answer in step 1, press the station key again **or** press **FLASH** to be reconnected to the original caller.

[1] If your phone system is using IVX Presence Management, your phone's **MUTE/DND** key won't turn amber when you exit the building using your electronic key; for more details, refer to the *IVX Presence Management User's Guide* (ESI part # 0450-0793). If you're not sure whether your system is using IVX Presence Management, consult your System Administrator. For more information about IVX Presence Management, visit *www.esi-estech.com/presence*.

. . . to another phone number (trunk-to-trunk transfer)

> **Important:** USE OF FEATURES, SUCH AS TRUNK-TO-TRUNK TRANSFER, THAT REQUIRE TRUNK-TO-TRUNK CONNECTIONS WILL INCREASE THE RISK OF TOLL FRAUD. IN NO EVENT SHALL ESTECH SYSTEMS, INC. BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, FRAUDULENT TOLL CHARGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTIONS, OR ANY OTHER COSTS OR DAMAGES RELATED THERETO, ARISING FROM THE USE OF THESE FEATURES.

Blind transfer

1. While connected to an outside call, press **TRANSFER** and then the line access code (9, 8, or 71–76), and then the telephone number to which you want to transfer.
2. Hang up immediately to perform a **blind transfer.** Now both outside lines are connected via a trunk-to-trunk connection.

> **Note:** If, at any point during the trunk-to-trunk transfer, you wish to return to the original call (*e.g.*, perhaps you received a busy signal at the remote end, or the recipient simply won't take the call), just press **FLASH**. This disconnects the second outside connection, returning you to (and removing from hold) the original call.

Supervised transfer — announcing the caller to the called person

1. While connected to an outside call, press **TRANSFER** and then the line access code (9, 8, or 71–76, and then dial the telephone number to which you want to transfer.
2. **Don't** hang up; instead, wait until the called person answers.
3. Announce the caller (*e. g.,* "Hello; I've got Bill on the line and I'm transferring him to you now.")
4. Hang up, completing the **supervised transfer.** Now both outside lines are connected via a trunk-to-trunk connection.

> **Note:** If, at any point during the trunk-to-trunk transfer, you wish to return to the original call (*e.g.*, perhaps you received a busy signal at the remote end, or the recipient simply won't take the call), just press **FLASH**. This disconnects the second outside connection, returning you to (and removing from hold) the original call.

. . . to a voice mailbox

Transferring a caller to a mailbox to leave a message

1. Press **VOICE MAIL** and the appropriate station key — or, if your phone has no station key programmed for this destination, press **VOICE MAIL** and **TRANSFER**, and then dial the extension number.
2. You and the caller will be connected to that user's personal greeting. You may choose either to hang up immediately or listen to a portion of the personal greeting (*i. e.,* to assure yourself that you have placed the caller into the correct mailbox).

> **Note:** Regardless of when you hang up, the caller will hear the entire personal greeting. To insure the privacy of the message, you will automatically be disconnected at the record tone.

Transferring a user to his/her own mailbox for message pickup

You can transfer a user who's calling from the outside directly to his/her mailbox for message pick-up by pressing **VOICE MAIL** ✳ and the appropriate station key, **or** dialing the mailbox number and hanging up.

. . . to the main greeting

To transfer an outside caller to the main greeting, press **VOICE MAIL** and hang up.

Conference calling

To create a **conference call**:

1. Establish the first call.
2. Press **CONF** to place the call on hold.
3. Place a second call as you normally would.
4. Once connected to the second call, press **CONF** again to connect all of you together.

> **Notes:** Repeat these steps to add a fourth member to the conference.
> A maximum total of either 16 members (E-Class systems) or 24 members (IVX X-Class) can be in conferences within the system at any one time; however, **no more than four members can be in a single conference.**

If the newest added-on members does not answer, press his/her station key again or press **FLASH** to return to the original conferees. If you place any incoming caller on **hold** or **exclusive hold** (see "Hold/exclusive hold operation," page E.11), you can add that caller, as well, to the conference by pressing **CONF**, retrieving the call from hold (or exclusive hold) and pressing **CONF** again.

Any member of the conference can drop out by simply hanging up. However, when the station that created the conference hangs up, all members in the conference are disconnected. Individual stations or lines connected to the conference can be dropped from the conference by pressing their station or line key (lit green).

> **Note:** Your installer or System Administrator may have enabled trunk-to-trunk conferencing (unsupervised conferencing) for your station. If so, the steps to initiating such a conference are the same as for performing any other conference (see above); the difference is that you may hang up, thus exiting the conference, but the remaining members **won't** be disconnected. (If this feature isn't enabled, your hanging up disconnects all members.)

> **Important:** USE OF FEATURES, SUCH AS TRUNK-TO-TRUNK TRANSFER, THAT REQUIRE TRUNK-TO-TRUNK CONNECTIONS WILL INCREASE THE RISK OF TOLL FRAUD. IN NO EVENT SHALL ESTECH SYSTEMS, INC. BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, FRAUDULENT TOLL CHARGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTIONS, OR ANY OTHER COSTS OR DAMAGES RELATED THERETO, ARISING FROM THE USE OF THESE FEATURES.

Privacy release

This feature makes it easy to "conference-in" on a call: just press a line key assigned to the outside line the call is using, and you'll automatically join the call.[1]

[1] This feature may not be available on your system, depending on how it has been programmed. If you wish to enable this feature on your phone system, contact your System Administrator.

Call forwarding

Your station has been pre-programmed by the installer to **"call-forward"** your phone when it is busy or does not answer (usually to your mailbox). In addition, you can temporarily call-forward all of your calls to another station or another user's mailbox.

On the 24-Key Feature Phone:

1. Dial **5 6 5.**
2. Dial the extension number (or **VOICE MAIL** and then the mailbox number) to which the system should forward all calls.

On the 48-Key Feature Phone, press **CFWD** to use the call forwarding feature.

To **turn off** call forwarding, press **CFWD** ∗.[1]

> **Note:** If the forwarded-to station is busy or does not answer a forwarded call, the call will be returned to **your** mailbox.

If you frequently call-forward your phone, you can program a programmable feature key as a call forwarding key to automatically turn forwarding on and off. If you always forward to the same extension, you can program a key with both **5 6 5** and the extension number. (For more information, see "Programmable feature keys," pp. C.2–C.3.) The call forwarding key will be solid green to indicate that it is active.

Call forwarding/no-answer

One special form of call forwarding your phone can do is called **call forwarding/no-answer.** As the term implies, it's a forwarding that occurs only after a call to your extension goes unanswered; so, essentially, this gives you a chance to answer the phone in case you're there and wish to take the call, but automatically forwards as programmed if you're either away from your phone or just choose not to take the call. You can set your phone to call-forward/no-answer to an extension or mailbox. For you to set this, either the extension must have an assigned call-forward/no-answer key assigned or you can dial **5 6 7** followed by the destination number.

When you set call forwarding/no-answer:

- Outside calls coming into the extension will ring there for a predetermined time and then be forwarded to a designated extension or mailbox.
- If the call isn't answered within a predetermined time, the caller will be routed to the original extension's voice mailbox.
- If the extension is in DND mode, the call will be forwarded immediately to the extension or mailbox.
- If the extension is busy — *i.e.*, off-hook on another call — and not in DND mode, call forwarding/no-answer will **not** be followed; instead, call waiting will be initiated (if allowed) and if the call is not answered, will follow the fixed call forward setting (normally your voice mailbox).

To set or cancel call forwarding/no-answer:

1. Dial **5 6 7**.
2. Enter the extension or mailbox to which you are forwarding.
3. Press # to confirm.
4. Press a scroll key (▲ or ▼) to select either *ENABLE* or *DISABLE* for call forwarding/no-answer.
5. Press # to confirm.

[1] As an alternative, dial **5 6 5** ∗ without selecting a destination and then hang up

Call forwarding/off-premises

You may[1] also be able to call-forward to an outside number. This is called **call forwarding/off-premises**. When this is set, outside calls that are directed to your extension will be forwarded to the outside number. If the call isn't answered[2] in time, the caller will be routed to the extension's voice mailbox.

To set:

1. Press **CFWD** (or dial **5 6 5**).
2. Enter the number (**including the line group access code**, such as "9") to which you're forwarding.
3. Press # to confirm.

> **Example:** To call forward to 214 555-4141, press **CFWD** (or dial **5 6 5**) and dial **9 2 1 4 5 5 5 4 1 4 1 #** .

To cancel:

1. Press the **CFWD** key (or dial **5 6 5**)
2. Press ∗ to cancel.

Call forwarding/no-answer/off-premises

You may[1] also be able to call-forward/no-answer to an **outside** ("off-premises") number. This is called **call-forward/no-answer/off-premises**. When this is set, outside calls that are directed to your extension will ring for a predetermined time, and then be forwarded to the outside number. If the call isn't answered[2] in time, the caller will be routed to the extension's voice mailbox.

To set or cancel:

1. Dial **5 6 7** (or press an assigned call forwarding/no-answer programmable feature key; if necessary, review the instructions on page E.8).
2. Enter the number (**including the line group access code**, such as "9") to which you're forwarding.
3. Press # to confirm.
4. Press a scroll key (▲ or ▼) to select either *ENABLE* or *DISABLE* for call forwarding/no-answer.
5. Press # to confirm.

> **Note:** If your system is using IVX Presence Management, consult the *IVX Presence Management User's Guide* (ESI part # 0450-0793) to learn about additional, special functionality that may be available to you. If you're not sure whether your system is using IVX Presence Management, consult your System Administrator. For more information about IVX Presence Management, visit *www.esi-estech.com/presence*.

> **Note:** If your system is on a PRI (ISDN Primary Rate Interface) line, and an outside caller is forwarded off-premises to you (*e.g.*, your cell phone when you're away from the office), you can view his Caller ID[3] when you have set either call forwarding/off-premises or call forwarding/no-answer/off-premises.

[1] Your system may not support this feature, or your extension may not be allowed to have this feature. Contact your ESI Reseller for more information.

[2] You must press **1** to answer the forwarded call (just as with off-premises "reach-me"; see page D.3).

[3] For such external viewing of this data, the off-premises phone must have Caller ID service. (All cellular phones and service plans include Caller ID service.)

Call waiting

If you've enabled **call waiting** for your station (**PROGRAM 3 1**) and a second call comes in while you're on another, a tone in your earpiece and the bottom line of your display will indicate that a second call is waiting. You can ignore the waiting call and it will be transferred to your mailbox (or other destination set by the Installer). To **toggle between** the two calls, press **FLASH**. To **drop** either call, press **RELEASE** while connected to the call to be dropped: this disconnects it and automatically re-connects you to the other call.

Call waiting display

Be sure to check the display when you're using call waiting. Initially, the first line shows the name or number of your original call (depending on how the call was created) and the call duration. The second line shows the name or number of the call waiting along with the duration of that call. The arrow on the display will move between the first and second lines, indicating to which call you are connected.[1] Here's an example:

1. You're connected to XYZ Company, when you hear a beep and see that Joe Smith is calling:

24-Key Feature Phone

48-Key Feature Phone

   (In this example, Joe's call is being transferred to you; it's been in the system for 31 seconds.)

2. You press **FLASH** and are connected to Joe. Note how the arrow moves to indicate the change of connection:

24-Key Feature Phone

48-Key Feature Phone

> **Note:** If Caller ID is not used, the Line number will appear instead of the caller's name or number. If Caller ID is used, in some instances the local telephone service provider will only show a general caller status such as *Unavailable*, *Private*, or *No Data Sent*.

Station-to-station call waiting

You can call, or transfer a call to, another station that is in use (as indicated by the fact that its station key, if one exists for it on your ESI Feature Phone, is glowing red). This generates a call waiting tone in the other station's earpiece and puts a call waiting indication on the bottom line of that station's display, as explained in "Call waiting display" *(above).* If the person ignores the call waiting, your call or the transferred call will be forwarded to the person's mailbox (or other destination set by the installer).

Background announce feature

(Not available on 12-Key Feature Phone.)

During call waiting, you can also make a brief, private **background announcement** to the station's earpiece (if its user has enabled the background announce feature; see "Station options," page C.4). A background announce key must have been programmed at your station (code **5 6 9**; see pp. C.2–C.3).

1. During call waiting (as described previously), press and hold the programmed announce key to speak; the key will glow green if background announce is permitted or red if it isn't permitted. The called station will hear your voice over the outside person's voice. The outside caller, however, can't hear you. The called person can respond by pressing **FLASH**, which places the original call on hold.
2. Release the key when you're finished speaking.

> **Note:** This feature works only between ESI Feature Phones[2] — and only if (a.) the called person has allowed call waiting and background announce **and** (b.) the called person is using his/her handset. The background announce key will be green (if these conditions are met), indicating that a background announce can be made.

[1] A 12-Key Feature Phone shows only the first caller. Even if you hang up from the first call, the second call's Caller ID info won't appear.
[2] *I.e.*, non-ESI analog phones on the system can neither send nor receive background announcements.

Hold/exclusive hold operation

The difference between hold *and* exclusive hold

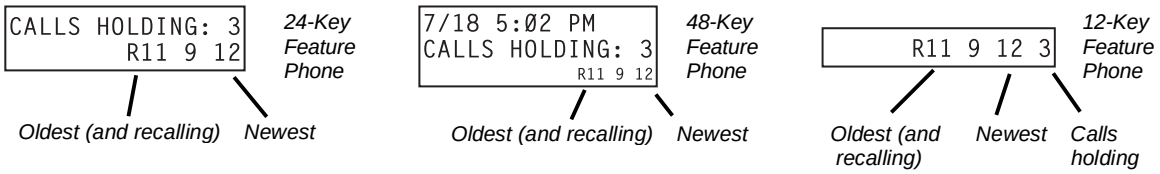
Your ESI Feature Phone lets you put a call on either *hold* or *exclusive hold*. Each puts a call into a standby mode, but here's the difference between the two:

- **Hold**[1] allows **anyone** on the ESI phone system to retrieve the call. Users connected to outside (or Esi-Link) calls can press **HOLD** to place the call on hold. The system identifies held calls as being in numerically identified lines — *e.g.,* "Line One," "Line Four," etc.
  For example, if you need to transfer a call to another station and know the person is in the building but not at his/her desk, you might page him/her to pick up a "call on Line One."
- **Exclusive hold**[2] keeps the call **only** at the station where the user pressed **HOLD**.

Hold

To place a call on hold

While on an outside or Esi-Link call, press **HOLD** to place the call on hold. The **HOLD** key LED will light **solid** red on your ESI Feature Phone and will blink red on all other phones. Also, your ESI Feature Phone's display will show the quantity, and numerical line identifications, of the calls currently on hold throughout your ESI phone system:



To retrieve a held call

To retrieve a held call from the same ESI Feature Phone where it was put on hold, press **HOLD** again and dial the appropriate line number (using the display for reference).
To retrieve a held call from **any** idle ESI Feature Phone on the system, press **HOLD** and dial the appropriate line number. If retrieving a call from a different Esi-Link location, press **HOLD** followed by a Esi-Link Location Key and then dial the appropriate line number from the Esi-Link location (for more on Esi-Link, see pp. H.1–H.9). After call retrieval, the Feature Phone display will update to show lines currently holding calls.

> **Note:** If your phone has any line keys programmed (see pp. C.2–C.3), each will **blink red** when a call is on hold on its lines; in such cases, just press that line key to retrieve the held call.

After you press **HOLD**, the display will help you choose the line number to retrieve: the top row will show how many calls are on hold and the second row will show all held calls in the system. Newly held calls are added from the right side of the second row.

> **Note:** If more calls are on hold than the display can show, each side of the display's second row will show an arrow, indicating that more lines have calls on hold. Press the corresponding scroll key (either ▼ to scroll to the left or ▲ to scroll to the right) to view the other line numbers where calls are holding.

[1] On previous ESI systems, this feature was called *park*.
[2] On previous ESI systems, this feature was called just *hold*.

Exclusive hold

To place a call on exclusive hold

To place an outside call on exclusive hold on an ESI Feature Phone, press **HOLD** for at least one second. The display will briefly appear as follows . . .

12-Key Feature Phone

24-Key Feature Phone

48-Key Feature Phone

. . . and then return to its normal state. This exclusive hold will cause the **HOLD** key to light solid red on just that Feature Phone (*i.e.*, where the key was pressed) and none other in the system.

To retrieve a call from exclusive hold

To reconnect to a call from the ESI Feature Phone where the call was placed on exclusive hold, you may do **any** of the following:

(a.) From a phone idle state, press **HOLD** for at least one full second.

(b.) Press the blinking programmable feature key (see pp. C.2–C.3) that you know is pre-programmed for that outside line. This will reconnect you immediately to the call.

(c.) Press **HOLD** briefly and dial the appropriate outside line number. **Only** the ESI Feature Phone where the call was placed on exclusive hold will display an "E" next to the line (identified by number) on which the call is holding. (That line number won't appear on the hold display on any other ESI Feature Phone, because no other Feature Phone can retrieve that call.) In the example below, the Feature Phone has a call on exclusive hold on line 9.

12-Key Feature Phone

24-Key Feature Phone

48-Key Feature Phone

Paging

Your ESI phone system can be programmed to allow **paging** through an **overhead paging system** and/or paging through some (if page zones have been created) or all of the system's Feature Phone speakers.

Overhead paging

Station number **199** is designated as the **overhead paging port**. If the ESI phone system has been connected to an overhead paging system, you can page by dialing **1 9 9** and making your announcement after the tones. If you frequently page, assign **1 9 9** to a programmable feature key (see pp. C.2–C.3).

Paging through phones

Press **PAGE 0** to page through all of the ESI Feature Phone speakers. Press **PAGE** and then **1, 2,** or **3** to access a programmed paging zone. (See the administrator for a list of page zones.) The Installer may have added an overhead page system to one or more of these page zones.

> **Note:** Phones in use or in do-not-disturb mode will not carry a page through their speakers.

To page for pickup of an outside call

To page someone to pick up an outside call:

1. Place the call on hold by pressing **HOLD**.
2. Verify the line number from the display.
3. Page the person and announce the hold location for retrieval. For example:
   "Sarah, you have a call on Line Two — Sarah, Line Two, please."

Call pickup

From your station, you can answer a call ringing at another station or department by pressing ✱ and then either dialing the extension or (if the destination is programmed into one of your keys; see "Programmable feature keys," pp. C.2–C.3) pressing the station key for the ringing station.

During **night mode** (see page F.12), if a night bell is in use instead of the night auto attendant, press **PICK UP 0** to access the ringing outside call.

Optional features

Live outside calls

If your station has been designated to receive **live outside calls** — *i.e.,* those that have neither come through the auto attendant nor been transferred — your ESI Feature Phone will:
(a.) Display that you are receiving an outside call
(b.) Ring with a double cadence (**internal** calls ring with a **single** cadence).

While you're on a call, additional live calls to your station will ring with a subdued ring.
To answer any additional calls, you must do **one** of the following:

- Disconnect from the current call.
- Transfer the current call.
- Place the current call on hold.

You can press **RELEASE** to drop a current call and automatically be connected to the next ringing call.

> **Note:** If your station is able to receive **both** live outside calls and calls transferred to you from the auto attendant, you may wish to turn off call waiting at your station (to avoid confusion between a call waiting tone in your earpiece and a subdued ring from a live outside call).

Operator station

If your station has been designated as the **operator station**, you will also receive calls when a caller dials **0** in the auto attendant or from a station.

Your display will indicate that the call ringing is one of the following:

- A call for the operator — Someone dialed **0.**
- A call for your extension — Someone dial your extension number.

As the operator, you may be responsible to manually change the Day/Night Mode of the system; if so, you must program a programmable feature key to perform this (initially, the upper left key will be the day/night mode Key). Each time the key is pressed the display will change: *DAY, NGT, DAY2, NGT2, HDAY* or *AUTO*.[1] If you select *DAY* (day mode), *NGT* (night mode), *DAY2* (day2 mode), *NGT2* (night2 mode) or *HOL* (holiday mode), the system will operate in the selected mode until you manually change it again.

[1] *AUTO* indicates that the system will follow the day/night mode tables programmed by the Installer.

Special keys

FLASH

The **FLASH** key serves several purposes:

- **Getting a fresh dial tone without replacing the handset** — When connected to an outside line, press **FLASH** to automatically disconnect and receive fresh **outside** dial tone. (See also "**RELEASE**," *below*.)
- **Sending a flash hook signal** — If operating behind *Centrex*[1] or a *PBX*, press **FLASH** to transmit a *flash hook signal* automatically to either the phone company's central office or the host PBX. Either may use this signal to provide you with additional features.
- **Toggling between calls** — If you hear a call waiting tone while on a call, press **FLASH** to toggle between the two calls.

REDIAL

The **REDIAL** key allows you to automatically call a stored name and number as shown below:

To ...	Press REDIAL ...
Redial the last number called	When your station is idle *. . . or . . .* After first lifting the handset or pressing **SPEAKER**
Automatically respond to a message	During message playback with Caller ID

RELEASE

The **RELEASE** key serves several purposes:

- If pressed when connected to a call through the handset, it disconnects the call and gives you **internal** dial tone.
- If pressed when you're connected to a call via the speakerphone, it disconnects the call.
- If pressed during call waiting, it drops the current call and automatically connects to the waiting call.

Note: The hookswitch also acts as a combination **FLASH/RELEASE** key (and is the only way to perform these functions on a 12-Key Feature Phone, which has neither a **FLASH** key nor a **RELEASE** key).
To send a flash hook signal, quickly press the hookswitch once.
To release (disconnect), hold down the hookswitch for one second.

Esi-Dex

(Not available on 12-Key Feature Phone.)

Esi-Dex ("easy Dex") is a powerful feature that lets you access and auto-dial stored names and numbers. You may access names and numbers from as many as four different *Dexes* (*i.e., indexes*):

Dex	Source
Personal Dex	Names you've stored for your use (see "Adding names to your Personal Dex," below)
Station Dex	All station, department, and guest mailbox names programmed by the Installer
System Dex[2]	All system speed-dial names set up by the System Administrator
Location Dex[3]	All location names on your Esi-Link network, which links to the Station Dex, programmed by the Installer

[1] A special service your phone company may offer. See your administrator for further details.
[2] The System Dex is available only if the System Administrator has programmed system-wide speed-dial numbers.
[3] The Location Dex is available on only Esi-Link-enabled systems.

Esi-Dex prompts displayed on a 48-Key Feature Phone

Prompt	What it means
[Arrows]	Move in the direction of the arrow as desired
BACK	Moves backward to previous screen/record
DEL	Deletes a specific name and/or number shown on the display
DIAL	Dials the phone number
EDIT	Edits information shown on the display
LOC	Selects Location Dex
NEW	Creates a new record in Esi-Dex
NEXT	Moves to next record or programming prompt
PAUSE	Inserts a three-second pause in a phone number (if required for proper dialing)
PER	Selects Personal Dex
STA	Selects Station Dex
STOR	Stores a name and phone number
SYS	Selects System Dex

Auto-dialing using Esi-Dex

. . . On the 24-Key Feature Phone

1. While your station is idle (or just after receiving dial tone), repeatedly press **ESI-DEX** to select the desired Dex:

Notes: System Dex and Location Dex aren't available on every system.
For the remainder of this example, we'll assume you selected Personal Dex. However, the procedure is the same for any of the other Dexes.

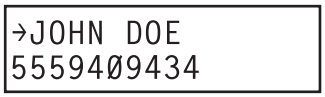
2. Choose the desired name from the selected Dex, using one of two methods.

Either:

(a.) **Scroll** — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

. . . Or . . .

(b.) **Dial-by-name** — Dial up to the first three characters[1] of the extension, department, or guest mailbox name. For example: if you want to call John Doe, dial **5 6 4** (because it spells *J O H*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.

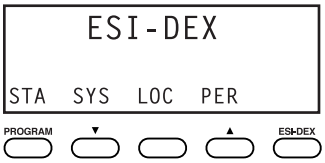


3. Press **ESI-DEX** again to dial the number.

[1] You can also dial just one or two characters, and then press # to enter.

. . . On the 48-Key Feature Phone

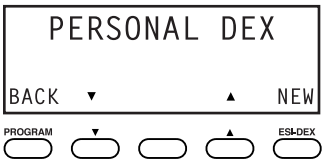
1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



2. Press a key to choose the appropriate Dex —Station Dex (**STA**), System Dex (**SYS**), Location Dex (**LOC**) or Personal Dex (**PER**) — or press **RELEASE** to cancel the procedure.

> **Notes:** System Dex and Location Dex aren't available on every system.
> For the remainder of this example, we'll assume you selected Personal Dex. However, the procedure is the same for any of the other Dexes.

The display now reads:



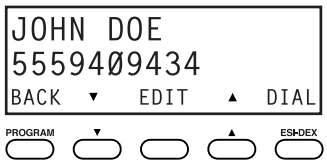
3. Choose the desired name from the selected Dex, using one of two methods.

Either:

(a.) **Scroll** — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

. . . Or . . .

(b.) **Dial-by-name** — Dial up to the first three characters[1] of the extension, department, or guest mailbox name. For example: if you want to call John Doe, dial **5 6 4** (because it spells *J O H*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.



4. Press **DIAL** to place the call.

[1] You can also dial just one or two characters, and then press # to enter.

Adding names to your Personal Dex

You can add names to your Personal Dex by using either the **Caller ID method** or the **manual method.** The Caller ID method is the same regardless of whether you're using a 24-Key or 48-Key Feature Phone; however, the manual method is used differently on each phone model.

Caller ID method (on either Feature Phone)

Whenever a Caller ID name appears on your LCD display (while talking on an incoming call or during message retrieval) press **ESI-DEX** to automatically store the name and number in your Personal Dex. The display confirms:

24-Key Feature Phone

48-Key Feature Phone

Manual method (on the 24-Key Feature Phone)

While your station is idle, press **ESI-DEX** until prompted to "ADD-A-NAME" . . .

. . . and then enter the name and the number as prompted.

> **Note:** If needed, press **HELP** for assistance.

1. To enter each character for the **name**, press the dialpad key that includes the desired character. The key's possible character entries will change each time you press the key.
2. When the desired character appears, press # to confirm its entry. The cursor will move to the next character position. Use ▼ and ▲ (the scroll keys) to back up or to insert a space.

> **Example:** To enter a *B*, press **2** twice (the possible options through which to scroll are *A, B, C* and *2).* When *B* appears, press **#** to confirm and move to the next entry.

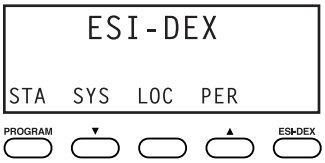
3. Repeat steps 1–2 until the name is complete. The name may contain up to 15 characters (a space is a character, too).
4. Press # again when finished entering the name.
5. Now, enter the **number** — including, if necessary, the line access code *9* (or *8* or *71–76*).

> **Note:** Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.

6. Press # to confirm the entry.

Manual method (on the 48-Key Feature Phone)

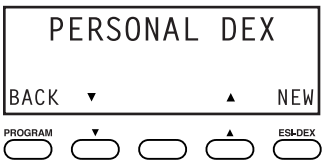
1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



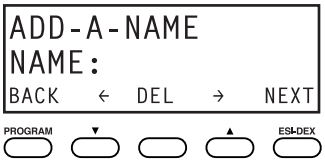
> **Note:** Your display may differ, depending upon the availability of certain Dexes on your system.

2. Press **PER** to choose the Personal Dex.

   The display now reads:

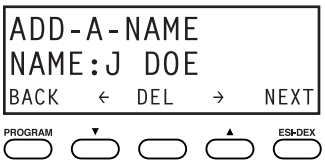


3. Press **NEW**.

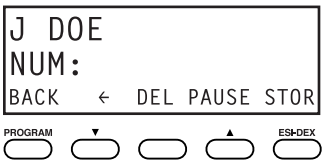


4. To enter each character for the **name**, press the dialpad key that includes the desired character. The key's possible character entries will change each time you press the key.
5. When the desired character appears, press # to confirm its entry. The cursor will move to the next character position. Use ▼ and ▲ (the scroll keys) to back up or to insert a space.

> **Example:** To enter a *B*, press **2** twice (the possible options to scroll through are *A, B, C* and *2).* When *B* appears, press # to confirm and move to the next entry.



6. Repeat steps 4–5 until the name is complete. The name may contain up to 15 characters (a space is a character, too).
7. Press **NEXT** when finished entering the name. You will see the display for entering the **number** that goes with the name you entered.

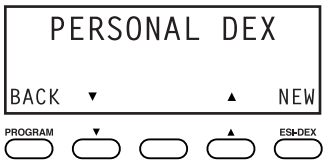


(Continued)

8. Enter the **number** — including, if necessary, the line access code *9* (or *8* or *71–76*). To insert a two-second pause, press **PAUSE**.

> **Note:** Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. You also can use the scroll keys to view the number after it's saved. To change the number, you must delete it and then re-enter it as desired.

9. Press **STOR** to confirm the entry, which the phone will show briefly before returning to the Personal Dex display.



10. To make another name/number entry, repeat steps 3–9.
To finish, press **BACK**.

Deleting names from your Personal Dex

. . . On the 24-Key Feature Phone

1. While your station is idle (or just after receiving dial tone), repeatedly press **ESI-DEX** to select the Personal Dex:

2. Choose the desired name from the Personal Dex, using one of two methods.

Either:

(a.) **Scroll** — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

. . . Or . . .

(b.) **Dial-by-name** — Dial up to the first three characters[1] of the name. For example: to bring up the listing for First International Bank, dial **3 4 7** (because it spells *F I R*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.

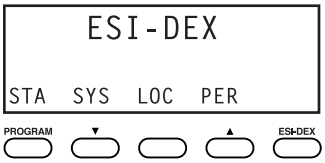
3. When the desired name and number appears . . .

. . . delete the entry by pressing either ✱ or **HOLD**.

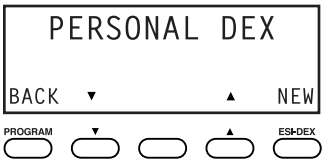
[1] You can also dial just one or two characters, and then press # to enter.

. . . On the 48-Key Feature Phone

1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**. This causes the **Esi-Dex menu** to appear, as shown:



2. Press **PER** to choose the Personal Dex.



3. Choose the desired name from the Personal Dex, using one of two methods.

Either:

(a.) **Scroll** — Press the scroll keys (▼ and ▲) to look up and down through the Dex until you find the name (names will appear in the order in which they were stored in the Dex).

. . . Or . . .

(b.) **Dial-by-name** — Dial up to the first three characters[1] of the name. For example: to bring up the listing for First International Bank, dial **3 4 7** (because it spells *F I R*). You'll begin to see names that begin with those letters. You can then use the scroll keys (▼ and ▲) until you find the desired name and number.

4. Delete the entry by pressing **HOLD**.

[1] You can also dial just one or two characters, and then press # to enter.

Using Esi-Dex: An example

Let's say you're on a call with the XYZ Company — *XYZ COMPANY* appears on your display — and you wish to save the name and number for future use. Just press **ESI-DEX.** Your display will confirm that the information has been stored.[1] Then, to call the XYZ Company in the future, use Esi-Dex as described below for each model of ESI Feature Phone.

. . . On the 24-Key Feature Phone

1. Press **ESI-DEX** until you see *PERSONAL DEX* on the display.

   ```
   PERSONAL DEX
   ```

2. Enter **9 2 5** (**W A L**). The display will show the first stored name that starts with the character range from *WAJ* to *YCL*.

   ```
   WALTON AND SONS
   9095551020
   ```

3. Press the scroll keys (▼ and ▲) until *XYZ COMPANY* appears in the display.

   ```
   XYZ COMPANY
   3185559421
   ```

4. Press **ESI-DEX** again. This dials the number for the XYZ Company.

> **Important:** The number dialed (if stored from a Caller ID) will be the number for the **actual** line used by the caller, and may be different than the caller's **listed** number. Additionally, some local calls may not be auto-dialed correctly, depending on the limitations of your area's local dialing plan. You may wish to create a manual listing for these. Consult your administrator if you need further assistance.

. . . On the 48-Key Feature Phone

1. While your station is idle (or just after receiving dial tone), press **ESI-DEX**.

   ```
      ESI-DEX

   STA  SYS  LOC  PER
   ```

   PROGRAM ▼ ▲ ESI-DEX

2. Press **PER** to select the Personal Dex.

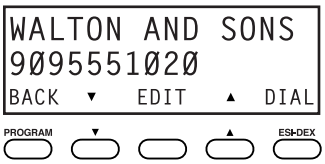
   ```
   PERSONAL DEX

   BACK  ▼      ▲  NEW
   ```

   PROGRAM ▼ ▲ ESI-DEX

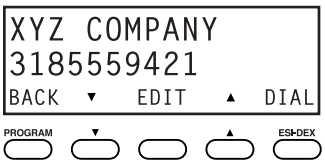
(Continued)

[1] If the number is already in your Personal Dex, the message *ALREADY STORED* will appear on the display. This indicates Esi-Dex has prevented storing the same number multiple times.

3. Enter **9 2 5** (**W A L**). The display will show the first stored name that starts with the character range from *WAJ* to *YCL*.



4. Press the scroll keys (▼ and ▲) until *XYZ COMPANY* appears in the display.



5. Press **DIAL**. This dials the number for the XYZ Company.

> **Important:** The number dialed (if stored from a Caller ID) will be the number for the **actual** line used by the caller, and may be different than the caller's **listed** number. Additionally, some local calls may not be auto-dialed correctly, depending on the limitations of your area's local dialing plan. You may wish to create a manual listing for these. Consult your administrator if you need further assistance.

System speed-dialing with Esi-Dex

If your administrator has programmed system speed-dial numbers, you can access one of these numbers **either** via Esi-Dex, as explained in the foregoing discussion, **or** auto-dial it by dialing its corresponding three-digit access number (in the range *600–699)*.

> **Example:** If an out-of-town factory location has been programmed as system speed-dial access number 605, you can lift the handset, receive internal dial tone, dial **6 0 5** and this will automatically dial the factory's number. You may also program 605 (in this example) as a programmable feature key (see page C.2).

Override ring

(Not available on 12-Key Feature Phone.)

The **override ring** feature lets you place a call — station-to-station, outside line or Esi-Link — or leave a voice message when **another** call is ringing.

Placing a call using the override ring feature

First, program a feature key[1] to be an **Override Ring Key** — by assigning to it the function code **5 8 0**. Then, to bypass an incoming station or line call:

1. **Before you begin the call**, press the Override Ring Key you programmed. When you do this, **don't** take the handset off-hook ***and*** **don't** press **either** a preassigned headset key (see F.12), a preprogrammed line key or **SPEAKER**.
2. Once you receive dial tone, pick up the handset and proceed with your call as you normally would. The incoming call will be rerouted to the forwarding destination (such as your voice mailbox) your Installer or System Administrator has set for your station.[2]

> **Notes:** Any other feature keys not mentioned above will neither answer a call nor initiate the override ring feature.
> Use of the Override Ring Key also overrides any outside dial tone preference (see page F.10) that may have been set for your station.

[1] See "Programmable feature keys," pp. C.2–C.3, for full details.
[2] The override ring feature has no effect on calls ringing in from a hold recall, a queued line or an Esi-Link channel.

Message monitor mode (live call screening)

(Not available on 12-Key Feature Phone.)

Message monitor mode, or **live call screening,** lets you hear a caller leaving a message in your mailbox, just as with your home answering machine. You turn this feature on or off as part of user programming — **PROGRAM 3 6**. While you hear the caller through your speaker, you have the following options:

Option	Result
Lift the handset	You intercept the call
Do nothing	The system records the message to your mailbox for your later retrieval
Press **MUTE/DND**	Temporarily mutes your speaker (the system continues to record the message to your mailbox)

Note: During monitor mode, you will hear a call ring, then subdued ringing while the caller is hearing your personal greeting, then their message. You can intercept the call at any time.

Personal greeting reminder

If you frequently change your **personal greeting,** use this option; it sets your station to remind you of your current greeting. The first time you use your phone after it has been idle (for the period you set in this function), the system automatically plays your current greeting (and gives you the option to change it). The range is 0 (no reminder) to 500 hours. To set this, press **PROGRAM 3 2**.

Example: If you change your personal greeting only when out of town for a few days, set the reminder interval to 60 hours; you'll be reminded if your phone has not been used for three days. If it's Friday, set the reminder for 36 hours and you will be reminded every Monday morning or if you are away for a couple of days. If you change your greeting several times a day, set the reminder for about 3 hours.

Headset operation

You can use a headset[1] with your ESI Feature Phone. You must program one of your programmable feature keys to be a **headset key**[2] (see "Optional features," pp. F.11–F.15) that you'll use to connect to or disconnect from a call. The key will **blink** green when a call is ringing and **glow** green when connected. If you have a headset connected and the phone is off-hook, pressing the scroll keys (▼ and ▲) will adjust the headset volume. After you initiate or answer a call using the headset key, lifting the phone's **hand**set automatically takes you out of headset mode. To switch back to headset mode while on a call, press the headset key again and then place the phone's **hand**set on-hook.

Notes: On a Generation I system,[3] you must have a headset key[2] programmed as one of your programmable feature keys (see "Other feature keys," page C.3) that you'll use to connect or disconnect from a call. The key will **blink** green when a call is ringing and **glow** green when connected. You turn headset mode on or off in user programming (**PROGRAM 3 3**). If you turn off headset mode while the headset key is glowing green (*i.e.*, in use), the phone will stay off-hook until you again turn on headset mode.

If a headset key is programmed, the phone handset must be in the cradle for proper headset operation.

Outside dial tone preference

If you make mostly outside calls, you may find this setting helpful. It tells your station to connect automatically to an available outside line; *i.e.,* you don't have to dial **9** (or **8** or **71–76**) before the phone number. Therefore, when you lift the handset or press **SPEAKER**, you will immediately receive an outside dial tone from the highest-numbered line available to you.[4]

Note: To place an **internal** call while in this mode, press the appropriate station key **or** (a.) press **TRANSFER** to switch to internal dial tone and (b.) then dial the extension number.

[1] Not all headsets are compatible with your ESI Feature Phone; contact your ESI Reseller for a list of compatible models.
[2] Not available on a 12-Key Feature Phone.
[3] If unsure which system you have, consult your System Administrator.
[4] This aspect (*i.e.*, that it's always the highest line available to you) can't be changed.

Line keys

If some of your programmable feature keys have been programmed as line keys (or you can program line keys using **PROGRAM 2**), press an unlit key to access the line. An outside call transferred to your station can be answered by simply lifting the handset or pressing **SPEAKER**. You do not have to press the line key. The LED indications for the line keys are:

LED	Line status
Solid red	In use
Solid green	Connected to your station
Blinking red	Ringing at another station

LED	Line status
Blinking green	Ringing at your station
Slowly blinking red	On hold by another station
Slowly blinking green	Held by you

Note: Dialing **9** (or **8** or **71–76**) to be assigned a line automatically is always available.

Privacy release

This feature makes it easy to "conference-in" on a call: just press a line key assigned to the outside line the call is using, and you'll automatically join the call.[1]

Private line

If a **private line** has been assigned to your station, you must have a line key programmed (see pp. C.2–C.3) in order to access it.

Optional features

The following **optional** features **may** be accessible from your station. See the Administrator for details. In many of the cases you can dial the appropriate feature code (one that starts with **5**) to activate or use the feature. In some instances, you must use a programmable feature key to serve as an on/off key for the feature (see "Programmable feature keys," page C.2).

Notes: In the codes below, *XXX* = ACD department number and *YYY* = extension number.
Codes tinted gray are the only codes that can be programmed on a 12-Key Feature Phone.

Code(s)	Key usage	Page
199	Overhead page	E.13
560	Manual day/night/holiday mode	F.11
561	Service observing	F.12
5XXX	ACD agent log on/off	I.1
562	ACD agent wrap	I.1
563XXX	ACD administrator	I.1
564	Headset operation	F.12
565	Call forward	F.12
565YYY	Call fwd. to specific extension	F.12
566	Redial	
567	Call-forward/no-answer	E.8
568	Message monitor key	F.10

Code(s)	Key usage	Page
569	Background announce	F.13
570	Conference	
571	Personal greeting 1	F.13
572	Personal greeting 2	F.13
573	Personal greeting 3	F.13
574	Missed-Call Key	F.13
575, 576	Virtual Answer Keys	F.14
577	QuickPage	F.14
578	Mute/DND	
579	Voice mail	
580	Override ring	F.9

(Continued)

[1] This feature may not be available on your system, depending on how it has been programmed. If you wish to enable this feature on your phone system, contact your System Administrator.

Manual day/night mode (Code 560)

You can use a programmable feature key to manually change the system's main auto-attendant greeting, incoming call destinations, and CO line group access.[1] Each time the key is pressed, the display switches among: *DAY, NGT, DAY2, NGT2, HDAY* (holiday) or *AUTO*.[2]

> **Tip:** To keep the system from being taken out of this mode, place it in auto and then delete the programmable feature key's programming.

> **Notes:** The System Administrator can also change the mode and/or re-record the holiday greeting remotely to handle unexpected closings, such as for inclement weather.
> If a second organization or business ("tenant," in telephony temrs) is sharing the phone system, switching between day and night mode also changes that tenant's day/night mode.

Service observing (Code 561)

Your administrator may assign **service observing capability** to those users who need to monitor others' calls silently (*e.g.*, in order to aid in quality assurance of call activity). To begin service observing, press the assigned programmable feature key (or dial code **5 6 1**), followed by an extension number or station key. To discontinue observing, press the station key again or hang up. While you observe another station's incoming call, your display shows to whom that station is connected and how long the call has lasted.

> **Note:** The Administrator must authorize service observing for your station, and the Installer must program the list of allowed extensions.

Headset key (Code 564)

This key provides for easy connecting to/disconnecting from calls when operating in headset mode (see "Headset operation," page F.10). Press the key to receive dial tone or to answer a ringing call. Press the key again or press **RELEASE** to disconnect from the call.

Call-forward key (Code 565 or 565XXX)

> **Note:** The 48-Key Feature Phone has a dedicated call-forward key (**CFWD**).

If you frequently call-forward your phone (see "Call forwarding," page E.8), you can program a programmable feature key as a call forwarding key to automatically turn forwarding on and off. If you always forward to the same extension, you can program a key with both **5 6 5** and the extension number.

Redial (Code 566)

This redials the outbound number (*i.e.*, not internal extension) most recently dialed from your station.

Call-forward/no-answer key (Code 567)

Enables or disables the call-forwarding/no-answer feature. When this feature is enabled and someone calls your station but receives no answer, the call will go to the destination you've programmed (for more details, see page E.8). The difference between this feature (**Code 567**) and traditional call forwarding (**Code 565**) is that, with this feature, your phone actually rings first before going to the selected destination.

---

[1] Depending on how the Installer has programmed your system, day and night mode for incoming calls and CO line group access may not change upon use of this key.

[2] *AUTO* indicates that the system will follow the day/night mode tables programmed by the Installer.

Message monitor key (Code 568)

Easily toggle the message monitor mode on or off with this key. (Otherwise, you can perform the toggle by pressing **PROGRAM 3 6** and following the prompts.)

Background announce key (Code 569)

During call waiting, you can also make a brief, private **background announcement** (see "Background announce feature," page E.10) to the station's earpiece (if the station user has enabled this feature). Hold down the key until you hear a beep, then begin talking; release the key when finished.

Personal greeting keys (Codes 571–573)

These keys will provide for easy activation of one or more of your personal greetings (see "Personal greetings," page D.1). The key's LED will be green for the associated personal greeting that is active. These keys can be used in place of or in conjunction with manual activation of the greetings in programming mode.

> **Note:** For ACD key programming, see "ACD agent operation," pp. I.1–I.3.)

Missed-Call Key (Code 574)

> **Note:** This works **only** if you are receiving Caller ID service from your provider. Consult your Administrator, if needed.

A programmable feature key with this code will flash whenever you have a missed call — meaning **both** (a.) you don't answer a call to your station; **and** (b.) the caller doesn't leave a message in your voice mailbox. When the key is flashing, press it to see the stored Caller ID record for the most recent missed call. Use the **scroll keys** (▼ / ▲) to view records for other missed calls; the ESI phone system will store Caller ID records for up to 10 missed calls.

> **Note:** When your station receives its 11th missed call, this will delete the oldest missed call.

Additionally, while a record is on the display, you may do the following:

- To **dial** the caller displayed, press **REDIAL**.
- To **view** the telephone number (rather than the name), press **2**.
- To **delete** a record, press **7** while the record is on the display.
- To store the record in your Personal Dex, press **ESI-DEX**.

> **Note:** If your station is forwarded to another extension, any calls will be considered answered and the Missed-Call Key will not flash. **However**, if that other extension has a missed call key programmed, that key will flash (under conditions (a.) and (b.), as described above) even if the call is actually forwarded from your extension.

Virtual Answer Keys (Codes 575, 576)

> **Note:** This works **only** if call waiting is enabled for your station. Consult your administrator if needed.

You can program a **Virtual Answer Key** to play a greeting to a caller when your extension is busy and route the caller to a desired destination by pressing this key. Program a programmable function key with either **5 7 5** or **5 7 6**. Prompts will instruct you in how to record the greeting and program the caller's destination.

The destination can be either the default call waiting or another station; the system takes the caller there after playing the recorded greeting. With call waiting, the system places the caller on hold as call waiting ("camping on") for your station; if the caller can't wait, he/she may (a.) press **1** to reach your voice mail, (b.) enter another extension or (c.) press **0** to reach the Operator. With another station selected, the call is forwarded to the station.

To record the greeting from an idle phone:

1. Press the chosen programmable function key; then press **RECORD**.
2. Follow the prompts to record the greeting and program the destination.

Sample greetings for Virtual Answer Keys:

> *"Hello. This is Harvey. I'm currently on another line, but I'd really like to speak to you. Please hold and I'll be with you shortly. However, if you do not wish to wait on hold, press **1** to leave me a voice message. You may also either dial another extension or press **0** to reach the Operator."*
>
> *"Hello. This is Bill. I'm currently on another line, but I have been notified of your call. I am sending your call to our Sales Department administrator for more immediate assistance. Please remain on the line as your call is being transferred. Thank you."*

QuickPage (Code 577)

Normally used by an operator, this key lets you quickly put on hold, and page, a station user. While on an outside-line call, you can press a QuickPage key, then enter a station number (or press a programmable feature key programmed for an extension) and the system will automatically page the person[1], then forward the call to the person's voice mailbox if he/she doesn't answer.

Mute/DND key (Code 578)

This multi-mode key's function varies, depending upon whether the phone is on a call or idle:

- **If the phone is on a call (off-hook)** — Mutes the microphone so that the person on the other end of the line can't hear you.
- **If phone is idle (on-hook)** — Puts the phone into do-not-disturb (DND) mode, sending callers directly to your voice mailbox[2].

[1] The system will access the paging zone for the extension and play the user's name as recorded in the directory (if no name is recorded, it will page by extension number) followed by the phrase "you have a call on hold" and the line on which the caller is parked — e.g., *"John Doe, you have a call on line 21."*

[2] Or, alternatively, to other routing (such as the Operator or another coworker's extension) set by the Installer.

Voice mail (Code 579)

Allows a 12-Key Feature Phone (which lacks a dedicated **VOICE MAIL** key) to have voice mail access.

> **Warning:** To use voice mail from a 12-Key Feature Phone, you must assign this code to a programmable feature key. **Failing to do so will disable the mailbox.** (When you try to access a disabled mailbox, the system will notify you that it's disabled.) You still can retrieve previously left messages and access user programming, but the mailbox won't be able to receive new voice messages. Therefore, to enable the mailbox, assign key code 579 to a programmable feature key.

Override ring (Code 580)

The **override ring** feature lets you place a call — station-to-station, outside line or Esi-Link — or leave a voice message when **another** call is ringing. For full details on use of this feature, see "Override ring," page F.9.

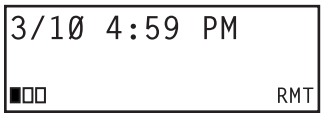
(This page included for pagination purposes only.)

Remote IP Feature Phone

Your Remote IP Feature Phone will operate like a regular ESI Feature Phone, with these exceptions:

1. Channel availability display

The display on an idle Remote IP Feature Phone will show channel availability, rather than outside line availability:



■ Remote channel(s) in use
□ Remote channel(s) not in use

As depicted above, the bottom right of the display of an idle Remote IP Feature Phone will show *RMT* (short for *remote)*. The display's bottom left will show a number of boxes — as few as one or as many as 12, depending upon your system's installation and configuration — that represent the total number of available remote channels. A solid box indicates a remote channel that is in use; an open box indicates a remote channel that is available. If you access an outside line, your display will switch to the normal outside line usage display.

2. Channel queue display

There may be times when all remote talk paths are in use. When this occurs and you try to access a remote channel, you will hear a "fast busy" signal, and the display will look like this:

If you wish to be queued to receive the next available remote channel, press **1** and hang up; when a path becomes available, your Remote IP Feature Phone will ring, the display will show *FREE RMT CHANNEL* — and, when you answer, a prompt will automatically tell you there is a channel available.

3. Paging limitation

The Remote IP Feature Phone can initiate pages; however, it cannot receive pages. For example, when the operator performs an all-page (**# 0**), this will be heard on the speakers of all extensions **except** those on the Remote IP Feature Phones in the system. Additionally, the Quick Page and Auto Page features are not available when calling a Remote IP Feature Phone.

4. No 911/emergency calls

Because your Remote IP Feature Phone isn't connected directly to your **local** telephone network, you **must** use a **regular** phone connected **locally**, **not** the Remote Phone, to make 911 or other emergency calls. (See ESI document #0450-0262, included with your Remote Phone, for more information.)

Troubleshooting

Important: The audio quality of the Remote IP Feature Phone is dependent on the quality of the connection between the Remote Phone and the IP PBX at the main office. High data traffic on a poor or overloaded connection will cause significant audio distortion, which may include pops and clicks, or warbling. In this case, contact your ESI Reseller or network administrator for assistance.
The quality of your main office's outside phone lines also can affect the audio quality of the Remote IP Feature Phone. Due to the interface between advanced, packet-based phone systems and the traditional public telephone network, a poor-quality phone line can degrade audio quality, causing an echo on outside calls. An **occasional** echo isn't unusual and doesn't necessarily indicate a problem with your system or lines; however, if this problem occurs **persistently**, contact your ESI Reseller for assistance.

Condition	Procedure
Remote Phone display is blank	• Check other phone functions. If you get dial tone when you lift the receiver and the display is blank, the phone is defective. • Make sure the Ethernet cable is plugged into the phone's **NETWORK** jack (and ***not*** the **PC** port). • If no phone functions operate check the phone power supply. It should be plugged into the phone and into an active AC outlet. If the display is still blank the phone is defective. Contact your ESI Reseller if the phone is defective.
Remote Phone display shows software version	The Remote IP Feature Phone either is faulty or is, in fact, a **non**-remote (*i.e.*, local) IP Feature Phone. Contact your ESI Reseller.
Remote Phone connects but doesn't operate correctly	The remote phone may be defective. Contact your Reseller or use *Esi-Test* to test all of the Remote IP Feature Phone's capabilities. (*Esi-Test* is part of the *Esi-Tools* Users' Kit and can be installed on a PC from the CD-ROM.)
Remote Phone won't connect	**Important:** See page A.6 for instructions on connecting a Remote Phone. • Check the cable between the phone and network access device (router, hub or switch). This cable should be plugged into the port on the bottom of the phone labeled **NETWORK**. • Check that the link light for the port on router is illuminated. If this light is not lit check the power supply connection for the router. • Check the cable between the network access device and the modem. The **WAN** port on a router should be plugged directly into the modem. If using a hub or switch, connect its **UPLINK** port to the modem. • Check your IP connection by using your PC to access a site on the Internet (after accessing a Web page, press **Ctrl R** [for *Refresh*] to verify that your Web browser is displaying fresh data). • Call the main office with a regular phone. Make sure the problem is not with the network or IP connection at the main office.
Phone works correctly but the audio quality is poor	The problem is probably with the connection between the Remote Phone and the IP PBX at the main office. Ask your Network Administrator or ESI Reseller to evaluate your connection to the main office using *Esi-Networx*.

Using Esi-Link

> **Important:** You are being assigned a special feature not covered in the regular station user guide or tutorial. Be sure to consult the System Administrator for the Location Numbers used by your Esi-Link network.

Overview

Esi-Link is an optional feature that networks multiple ESI telephone systems (or *locations*) and IP Gateways (see page H.9) across an IP-based network. With Esi-Link, a multi-site business can integrate up to 100 of its locations, using the latest VoIP (voice over IP) technologies. Inter-office calls, transferring outside calls, moving voice messages and even accessing outside lines at remote locations are all features you can use over Esi-Link.

For example: if you have an office in Dallas and another in Chicago, Esi-Link makes it possible for someone in the Dallas office to dial an extension in the Chicago office just as easily as if it were an extension down the hall in the Dallas office.

Location Keys

Each location in your Esi-Link network has a **location number**[1] in the range of *700–799*. To facilitate dialing into a remote location, you can assign the location number to a programmable feature key — making it a **Location Key**. When you press a Location Key, you'll hear dial tone; you can then dial any extension, department, mailbox, or outside line group access code[2] in the remote location. For instance, a user in the Dallas office would press the key programmed for the Chicago office and dial **1 0 4** to reach extension 104 in the Chicago office. You can program up to 12 Location Keys on each 24-Key Feature Phone and up to 30 Location Keys on each 48-Key Feature Phone.[3]

Programming a Location Key

> **Note:** You may wish to review "Programmable feature keys," page C.2.

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.
2. Enter the remote location number — such as **7 0 2**.

   > **Note:** You can also use *Location Dex* (see "Location Dex," page H.7) to select the remote location number.

3. Press the feature key again.

[1] If necessary, consult your System Administrator to learn your Esi-Link network's location numbers.
[2] *9, 8* or *71–76*.
[3] Also, you can program up to 60 Location Keys on a 60-Key Expansion Console (see page A.3).

Programmable feature keys and Esi-Link: an introduction

With Esi-Link, you assign dialing information to your ESI Feature Phone's programmable feature keys in the usual way — *i.e.*, if a remote location station or mailbox is to be assigned to a programmable feature key, enter the location number followed by the station's extension number or the mailbox number.

> **Note:** Programmable feature key lamp status of a remote location extension will appear only if the extension is included in the "published" extension list of the remote location. Contact your System Administrator if you need more information about published extensions.

> **Tip:** You can use direct programming (see page C.2) to program Esi-Link locations and extensions.

Examples

Assigning a programmable feature key for extension 135 in location 712

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.
2. Dial **7 1 2 1 3 5**.

   > **Note:** You can also use *Location Dex* (see "Location Dex," page H.7) to select the remote location number.

3. Press the feature key again.

Programming a call-forwarding key to extension 135 in location 712

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.
2. Dial **5 6 5** (the ESI system's call-forwarding code [see "Optional features," page F.11]).
3. Dial **7 1 2 1 3 5**.

   > **Note:** You can also use *Location Dex* (see "Location Dex," page H.7) to select the remote location number.

4. Press the feature key again.

> **Note:** If you regularly forward to a particular remote location extension, you should also assign your mailbox to a *Remote Virtual Mailbox Key* (see page H.6) at that remote location extension.

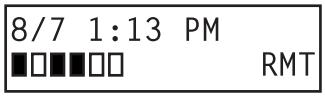
Dialing an Esi-Link location

To dial a station through Esi-Link, press the appropriate Location Key followed by the desired station's remote location extension number. For instance, let's say you're in Dallas and want to call extension 112 at your Chicago location. Just press the Location Key for Chicago plus the extension number (112).[1] Transferring calls, dialing **VOICE MAIL**, etc. all operate the same way. Basically, in each case where you would dial an extension, mailbox, or outside line access, just press the Location Key first if you're calling a remote Esi-Link location.

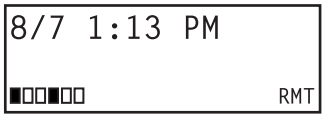
As you dial, your ESI Feature Phone's display shows the progress of the call. When you dial a Location Key, the **short name** of the location will appear on the Feature Phone's display (*e.g.*, a location in Dallas might be assigned a short name of "DAL").

For example, let's say you want to dial your Chicago location.

After you press the Location Key for Chicago, the display on your phone might look similar to this:



24-Key Feature Phone



48-Key Feature Phone

The boxes on the second line of the display show there are a total of six Esi-Link channels active at your location. The first two Esi-Link remote channels are busy, and the rest are idle and available for new calls.

Or, when you press the Chicago Location Key **and** then dial the remote location extension (*112* in this example), the display will look like this (note that another remote channel is now in use):

24-Key Feature Phone

48-Key Feature Phone

If all Esi-Link channels at your location are busy, you will see:

24-Key Feature Phone

48-Key Feature Phone

You will then be prompted to press **1** to queue for an available channel. If you choose to queue, you may press **1** and hang up. When a channel becomes available, your phone will ring, and when answered, you can redial the Esi-Link number.

[1] Or, if you prefer, you can directly dial the location number — so, in this example, you'd dial *702112*. **Throughout this text, any reference to pressing the Location Key is interchangeable with direct dialing of the applicable location number.**

Transferring calls

Outside callers can be transferred to remote location extensions, departments, and mailboxes.

> **Note:** To avoid poor voice quality on a transferred call, Esi-Link doesn't allow an outside call coming from one location to be transferred or forwarded to another (or third) location. In the event a call must be transferred to another location, use the hold feature (see page H.5).

Transferring an outside call to a remote location extension or department

1. Press **TRANSFER**.
2. Either:

   (a.) Press the Location Key and then dial the extension.

   . . . or . . .

   (b.) If you have a programmable feature key assigned to that location number and extension, just press that key to transfer.

> **Note:** If you're performing a "blind" transfer — *i.e.*, one which you're not "supervising" by speaking to the person to whom you're transferring — don't hang up until you hear a ringing tone, which will confirm the transfer has been successful.

Transferring an outside call to a remote location mailbox

1. Press **VOICE MAIL**.
2. Either:

   (a.) Press the Location Key and then dial the extension.

   . . . or . . .

   (b.) If you have a programmable feature key assigned to that location number and extension, just press that key to transfer.

Using feature keys with Esi-Link

To use a fixed feature key (*e.g.*, **TRANSFER**) to access an Esi-Link location:

1. Press the fixed feature key.
2. Either:

   (a.) Press the appropriate Location Key.

   or

   (b.) Dial the location number.
3. Dial the destination as follows:

   (a.) If it's an extension, voice mailbox or department group, dial the three-digit number.

   (b.) If it's a phone number, dial the outside-line-access code (**9**, **8** or **71**–**76**) followed by the phone number — *e.g.*, **9 4 6 9 5 5 5 3 2 5 5** to dial **9** + **469-555-3255**.

The following information shows how to use both fixed and programmable feature keys to make it even easier to use certain ESI phone system features over Esi-Link.

Paging

The ESI phone system can be programmed to allow paging through an overhead paging system and/or paging through some (if page zones have been created) or all of the ESI Feature Phones' speakers.

Overhead paging

Station 199 is designated as the *overhead paging port*. If the remote location system has an overhead paging system connected to it, you can page by dialing the location number followed by *1 9 9*. After hearing the connect tone, you may make your announcement. If you frequently page that location, you can program a feature key with the location number followed by *199 — e.g.*, **7 1 2 1 9 9**.

Paging through phones

To page through all of the ESI Feature Phone speakers at a remote location:

1. Press **PAGE** (#).
2. Press the appropriate Location Key.
3. Press **0**.

To access a programmed paging zone (see the Administrator for a list of page zones):

1. Press **PAGE** (#).
2. Press the appropriate Location Key.
3. Press the key for the page zone number (**1, 2, 3**, **4**, **6**, **8**, or **9**). The Installer may have added an overhead paging system to one or more of these page zones.

> **Note:** Phones in use will not carry a page through their speakers. The same is true for all Remote IP Feature Phones on the Esi-Link network.

Hold

Hold set

You can place outside line calls on hold as you would normally. When paging someone at a remote location to retrieve the held call, remember to announce your location number and outside line number to be retrieved. For instance, if you need to have Jane in the Chicago office retrieve a call being held in Dallas (location 701, in this example):

1. While on a call on line 5 in the Dallas office, press **HOLD**.
2. Page the Chicago office.
3. Announce the call; *e.g.*, "Jane, you have a Dallas call on line 5. Jane, line 5 in Dallas."

Hold retrieval from a remote location

1. Press **HOLD**.
2. Press the preprogrammed Location Key (or dial the location number).
3. Dial the number of the line on which the call is being held.

Voice mail

Moving a message to a remote location

1. While playing back the voice mail message you wish to move, press **6**.
2. Press the Location Key (or dial the location number).
3. Dial the mailbox (extension) number.

> **Note:** Messages are moved in the background, so it may take several minutes before the remote location can receive them.

Dialing directly or transferring to a remote location mailbox

1. Press **VOICE MAIL**.
2. Press **TRANSFER**, and then immediately do one of the following:

   (a.) Press a programmable feature key that has been pre-programmed for that remote location mailbox;

   or

   (b.) Press the Location Key and then dial the remote mailbox number.

   or

   (c.) Dial the location number followed by the remote mailbox number.

Virtual Mailbox Key — remote location

> **Note:** It is strongly recommended that you assign a voice mail password. To enter a new password, press **PROGRAM 5 1**. (If unsure whether you have one, you can check by pressing **PROGRAM 5 3**. If necessary, see page C.5 for more details.

To assign a programmable feature key to access a voice mailbox in a remote location:

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.
2. Press **VOICE MAIL** ∗.
3. Dial the remote location number (or use Location Dex to select the location and extension number).
4. Dial the remote extension number.
5. Press the feature key again.

When there are new messages in the Virtual Mailbox, the key will flash red. When you access the Virtual Mailbox, the key will light a solid green. If the Virtual Mailbox belongs to a remote-location Feature Phone, that phone's **VOICE MAIL** key will also be lit green.

> **Note:** For proper lamp indication, the mailbox must be included in the remote location's list of published numbers. Contact your Administrator if you're not sure if the mailbox is published.

Voice mail retrieval from a remote location

1. Press **VOICE MAIL** ∗.
2. Press the appropriate Location Key (or dial the remote location number).
3. Dial the mailbox (extension) number.
   (If your voice mailbox password is enabled, the system will prompt you to enter your password. To proceed, enter this password.)

Quick Groups/Quick Move capabilities

Quick Groups can include both local and remote location extensions, departments and mailboxes that are assigned as station keys on your phone.

> **Note:** You can use only programmed local or remote Esi-Link station keys to select the additional mailboxes for Quick Groups.

Other Esi-Link features

Using Location Dex to access a remote location's Station Dex

. . . on a 24-Key Feature Phone

1. Press **ESI-DEX** until *LOCATION DEX* appears in the display.
2. Use the scroll keys (▲ or ▼) to select the remote location name and number. You can also use the dial keys to "jump" to the first location name that begins with one of the letters on that dial key.
3. Press **ESI-DEX** again. The phone will display the *remote* location's Station Dex, where you can select a station or department, just as you would using the Station Dex for your location.

. . . on a 48-Key Feature Phone

1. Press **ESI-DEX**; then select **LOC** in the display.
2. Use the scroll keys (▲ or ▼) to select the remote location name and number. You can also use the dial keys to "jump" to the first location name that begins with one of the letters on that dial key.
3. Press **ESI-DEX** again; then select **STA** (for *Station Dex*) in the display.
4. Use the scroll keys (▲ or ▼) to select the desired extension.
5. Select **DIAL** to ring the Esi-Link extension.

> **Tip:** You can also use Location Dex to assign programmable feature keys as station keys and Location Keys. If necessary, see "Programmable feature keys," pp. C.2–C.3.

Examples:

Assigning a Location Key

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.
2. Press **ESI-DEX** until *LOCATION DEX* appears in the display.
3. Press a scroll key (▲ or ▼) until the location is displayed.
4. Press the feature key again.

Assigning a station key

1. Hold down the desired programmable feature key for at least two seconds to enter programming mode.
2. Press **ESI-DEX** until *LOCATION DEX* appears in the display.
3. Press a scroll key (▲ or ▼) until the location is displayed.
4. Press **ESI-DEX**; *STATION DEX* will appear in the display.
5. Press **ESI-DEX** again.
6. Press a scroll key (▲ or ▼) until the remote location extension appears..
7. Press the feature key again.

Call forwarding

Here's how to program call forwarding to a remote location extension, mailbox, or department.

On the 24-Key Feature Phone

1. Either:

(a.) Press a programmed call-forwarding key and a programmable feature key you have already set for the desired destination (whether it is an extension, a mailbox or a department).

or

(b.) Dial the call-forwarding feature code (**5 6 5**), press the Location Key and then dial the desired extension, mailbox, or department.

For instance, to forward to extension 112 in Chicago (location 702 in this example), dial **5 6 5**, press the Chicago Location Key and then dial **1 1 2**.
Alternatively, you could dial **5 6 5 7 0 2 1 1 2** — *i.e.*, **565** (call forwarding) + **702** (the location) + **112** (the extension).

2. To **cancel** call forwarding, either:

(a.) Press the programmed call-forwarding feature key and then press **RELEASE**.

or

(b.) Dial **5 6 5 ∗**.

On the 48-Key Feature Phone

1. Press **CFWD**.
2. Either:

(a.) Press a programmable feature key you have already set for the desired destination (whether it is an extension, a mailbox or a department).

or

(b.) Press the Location Key and then dial the desired extension, mailbox, or department.

For instance, to forward to extension 112 in Chicago (location 702 in this example), press **CFWD**, press the Chicago Location Key and then dial **1 1 2**.
Alternatively, you could press **CFWD** and dial **7 0 2 1 1 2** — *i.e.*, **702** (location) + **112** (extension).

2. To **cancel** call forwarding, press **CFWD**.

Note (for either phone):
Incoming calls that are forwarded when the remote location extension is busy or does not answer will be sent to the forwarding (*i.e.*, original) extension's mailbox. If you regularly forward to a particular remote location extension, you should also assign your mailbox to a *Virtual Mailbox Key* at that remote location extension (see "Virtual Mailbox Key — remote location" on page H.6 of this document).

Remote outside-line-group access

To help reduce your long-distance costs, your administrator may have allowed **remote outside-line-group access**.

To dial a phone number that is local to the remote office:

1. Press the Location Key for the remote office.
2. Dial **9** (or **8** or **71**–**76**)
3. Wait for the second dial tone. Then, when you hear it, dial the desired phone number.

As an example, let's say you're in the Chicago office and need to call a contact near the Dallas office. You know that the Dallas location has an outside line access code of *9* and a location number of *701*. Therefore, you press the Location Key for Dallas (or dial **7 0 1**), dial **9**, wait for the second dial tone and — when you hear it — dial the local Dallas number.

Conferencing

You can conference up to three other local and remote location stations and outside calls. A conference member station in a remote location also can add one or two members to an existing conference by using the remote location conference bridge. Additional members can be included; but, because of potential voice quality degradation, ESI recommends that conference bridges from **no more than two locations** be used for a conference call. To conference a remote location station:

1. While currently connected to a station or outside line, press **CONF**.
2. Press the Location Key and dial the extension number for the person to be conferenced.
3. When the person answers, press **CONF** again to initiate the conference.

> **Note:** If you decide you don't want to conference this call, after all, press **FLASH** to disconnect the call and reconnect to the first call.

4. To add a third call to the conference, repeat steps 1–3.

Dialing into an ESI IP Gateway

If your organization's Esi-Link network includes one or more ESI IP Gateways at remote locations, the method of dialing will change slightly, depending on how the IP Gateway is connected to the phone system at that location.

Calling a station at an IP Gateway location

1. Press the Location Key (or dial the location number) for that location, and then dial the IP Gateway pilot number.[1]
2. If you are answered by the operator or another individual, ask to be transferred.
   If the remote location's auto attendant answers (or you simply receive a second dial tone), dial the station number (extension) of the individual you wish to reach.

Other features may be accessed this way via the IP Gateway, depending on the configuration of the phone system at the IP Gateway remote location. Contact your System Administrator if you need additional information.

[1] Consult your System Administrator for more information, if necessary.

(This page included for pagination purposes only.)

ACD agent operation

(Not available on 12-Key Feature Phone.)

> **Important:** You are being assigned a special feature not explained in the regular station *User's Guide* or tutorial. Be sure to get your **ACD department number** from the system administrator.

An **ACD[1] department** is made up of agents who, when **logged on,** can receive calls for that department. Calls go to the logged-on agent who has been idle for the longest time. If all logged-on agents are busy, the ESI phone system places the calls in a **holding queue** and automatically connects the longest-holding call when an agent becomes available. While holding, callers hear periodic prompts to continue to hold. As an ACD department **agent**, you must have one of your phone's programmable feature keys programmed as an **agent log-on/off key**[2] (see below) for each ACD department to which you are assigned. This key lets you manually place yourself in or out of service for that department's calls.

> **Notes:** Even though you may have been **assigned** to more than one ACD department, you can be logged into only **one** department at a time.
> Never program any of your programmable feature keys as line keys if system-wide hold has been enabled (if you're not sure, consult your system administrator).
> If no agents are logged on, incoming calls immediately follow that department's call-forwarding routing.

Programming the agent log-on/off key

1. Enter **Help mode** by pressing **HELP**.
2. Press **each** programmable feature key to determine the location of the log on/off key (the keys have been assigned beginning with the lower left hand programmable feature key).
3. To program a new key location (or if one has not previously been programmed):
   (a.) Hold down the desired programmable feature key for at least two seconds, to enter programming mode.
   (b.) Dial **5** plus the department number.
   (c.) Press the programmable feature key again.

> **Note:** Programming an ACD department key inserts you, as a member, into that department.

[1] Automatic call distribution.
[2] This key is automatically assigned when an extension is set up as a member of an ACD department.

Wrap mode

If you have paperwork or other wrap-up activities following a call, you'll appreciate the system's **wrap mode.** While you're logged on as an agent, pressing the programmed **wrap key** (or placing the call on Hold) prior to disconnecting from a call will set your station in wrap mode — this delays immediate assignment of the next call until you have had time to complete any wrap-up activities. Press the wrap key again to release your station from wrap mode and be available for the next call.

> **Note:** The Installer may have set a maximum allowable **wrap time**. If so, when you're in wrap mode, the upper-right portion of the display will show a count-down timer indicating the amount of time remaining in wrap mode. At the expiration of this timer, you will automatically be available for the next call.

Programming the wrap key

Use the phone's Help mode (**HELP**) to verify the location of the wrap key.

To program a new key location (or if one has not been previously programmed):

1. Hold down the desired programmable feature key for at least two seconds, to enter programming mode.
2. Dial **5 6 2.**
3. Press the programmable feature key again.

LED indicator

The LED on the agent log-on/off key will indicate your agent status as follows:

LED appearance	Indicated status
Solid green	Logged on
Solid amber	In wrap mode
Solid red	Logged off
Flashing red	Automatically logged off

> **Note:** If you leave your desk and forget to log off, and the system sends a call to your station that is not answered, your station will be automatically logged off. You must log back on, upon returning to your station, to be available again for calls for that department.

Display indications

While you are logged on, the display will show the department's call status as shown below.

- **If you're logged on but idle:**

24-Key Feature Phone

48-Key Feature Phone

- **If you're logged on and on a call,** the display shows the Caller ID (or line number) and duration of the current call[1]. The second line shows the Department name momentarily and then is replaced by the number of calls waiting in queue and the longest hold time:

24-Key Feature Phone

48-Key Feature Phone

Additionally: to help alert agents that calls are in queue, a short tone will be heard each time a new call is added to the queue.

While logged on: no DND, monitor mode or call forward

While you are logged on as an agent, the system will deny your station the ability to place your phone in DND or monitor mode or to call-forward calls.

When you log off, your station returns to normal regarding these capabilities.

Call waiting

While you are logged on as an agent, calls routed to you as a member of an ACD department will not call-wait to your station. However, calls that have dialed your extension number *directly* **will** call-wait.

ACD administrator key

Setting a programmable feature key to be an **ACD administrator key** allows a user to view the call activity of an ACD group. Set a programmable feature key with **5 6 3** and the ACD department number (for example, **5 6 3 2 9 0**), and then press the key. It will glow green and the bottom line of an ACD group's display will appear until you press the key again.

To program an ACD administrator key:

1. Hold down the desired programmable feature key for at least two seconds, to enter programming mode.
2. Press **5 6 3** followed by the ACD department number.

> **Note:** If you don't know the department number, contact your System Administrator.

3. Press the same programmable feature key again.

> **Notes:** While you're logged on, your phone's display will show the department's call status (see "Display indications," page I.3); however, department calls **WON'T** be directed to your extension.
> Only two ACD administrator keys can be programmed per department.
> The department call display takes priority over most other displays, such as voice mail or user programming. If you must see display information while playing voice messages or programming your phone, log off from the ACD department first.

[1] On a 24-Key Feature Phone, the call duration appears on the first line of the display. On a 48-Key Feature Phone, it appears on the third line of the display.

(This page included for pagination purposes only.)

Analog stations

If your station has been installed as an **analog station,** it will be able to use only a standard-type telephone. Because the phone isn't digitally integrated to the phone system (like the ESI Feature Phones), its operation and capabilities will be different.[1]

> **Tip:** To use a cordless phone in conjunction with an ESI Feature Phone, program a programmable feature key (or use **CFWD**) to easily forward calls to the cordless phone when out of your office. Have the Installer program the cordless phone's station programming to forward calls not sent to the mailbox associated with your ESI Feature Phone.

FLASH

A flash-hook, or FLASH — a momentary break in the connection — is required to perform many of the station operations below. You can generate a FLASH by momentarily depressing the hook switch (or, if your phone is so equipped, press the special key on your phone).

Caller ID

If you subscribe to Caller ID from your telephone service provider, the Caller ID display will show an outside caller's name and/or number.[2] In some instances, the service provider can send only a general caller status — such as *UNAVAILABLE, PRIVATE,* or *NO DATA SENT*.

On internal station-to-station calls, the Caller ID display will show the extension number as the calling number, and the station name as the caller's name. On Esi-Link calls, the Caller ID display will show the location number and extension as the calling number, and the remote location's station name and "short name"[3] as the caller's name.

> **Note:** Caller ID will not display with call-waiting.

Placing calls

When you first lift the handset you will hear internal dial tone. Dial **9** (or **8** or **71–76**) to access an outside line and dial the number. To place an internal call, simply dial the extension number, department number, etc.

[1] If you're not sure about the installation of your station, contact your administrator.
[2] If you don't subscribe to Caller ID, the display will show (instead of the caller's name or number) which line is receiving the call.
[3] For example, the Installer might have programmed "DAL" as the short name for a remote location in Dallas.

Transferring calls

Transferring outside calls

While connected to an outside call, FLASH and dial the extension number. Hang up immediately to perform a blind transfer, wait until the called person answers, announce the caller and then hang up. If the transferred-to person does not answer, FLASH to be reconnected to the original caller.

Transferring a call to a mailbox

To transfer an outside caller to another user's mailbox, FLASH and dial # and the mailbox number. You and the caller will be connected to that user's personal greeting. You may choose to hang up immediately or listen to a portion of the personal greeting to assure yourself that you have placed the caller into the correct mailbox. If not, FLASH to exit the mailbox and be reconnected to the original caller.

> **Note:** Regardless of when you hang up, the caller will hear the entire personal greeting. To insure the privacy of the message, you will automatically be disconnected at the record tone.

Transferring a call to the main greeting

To transfer an outside caller to the main greeting, FLASH, dial # and hang up.

Transferring a user to his/her mailbox

To transfer to his/her mailbox a user who's calling from the outside to pick up messages, FLASH, dial ∗, and the appropriate mailbox number and hang up.

Conference calling

To create a **conference call**:

1. Establish the first call.
2. FLASH twice, rapidly, to place the call on hold.
3. Place a second call as you normally would.
4. Once connected to the second call, FLASH again to connect all of you together.

> **Notes:** To add a fourth member to the conference, FLASH once and then repeat steps 3–4.
> A total of 24 members can be in conferences within the system at any one time; however, **no more than four members can be in a single conference.**

To remove or disconnect a conference you're in, just hang up (disconnect).

To **cancel** adding someone to a conference, hang up if:

- The phone is ringing the add-in member's number.
- The add-in member answers the call (you will have only the option to disconnect).
- You're routed to a voice mailbox (if it's a station-to-station call).

In all cases, when the analog station disconnects to cancel the add-in member, the call will ring back and connect to the original station or outside line. You will be automatically reconnected to the three-member conference when cancelling the addition of a fourth member.

> **Note:** Once you FLASH twice to create a new conference, you can't toggle between calls or transfer a connection. This is the same when adding a fourth member to an existing conference.

Call forwarding

Your station has been pre-programmed by the Installer to call-forward your phone when it is busy or does not answer (usually to your mailbox). In addition you can temporarily call-forward all of your calls to another station or another user's mailbox.

Lift the handset, dial **5 6 5** and dial the extension number (or # and the mailbox number) to which the system should forward all calls.

> **Note:** If the forwarded-to station is busy or does not answer a forwarded call, the ESI phone system will return the call to your mailbox.

To turn off call forwarding, dial **5 6 5** ∗ *without* selecting a destination, and hang up.

Call waiting

If you have enabled call waiting for your station (∗ **XXX 5 3**, where **xxx** represents your extension number), you will hear a tone in your earpiece. FLASH to toggle between the original call and the call waiting. To drop either call, hang up while connected to the call to be dropped. When your phone rings, lift the handset and you will be reconnected to the other caller.

Call hold

This is used to place callers on hold for retrieval from **any** station within the ESI phone system.

Putting a call on hold

While on an outside call, FLASH and dial ∗ ∗ ∗. A short voice prompt will tell which line number the call is using; you will then receive internal dial tone.

Retrieving a call from on hold

From internal dial tone, dial ∗ ∗ and the line number where the call is on hold.
Dial ∗ ∗ **0** to answer the oldest held call in the system.

Hold recall

If a held call is not retrieved during the period of time (set by the Installer), it will recall to your phone if your station is idle. You will hear three short ring tones. Lift the handset; you will be connected to the held call.

If you are on a call when the recall occurs, you will hear a call waiting tone. To toggle between the two calls, FLASH (**or** hang up, wait for ring, then answer).

Paging

This function allows for paging through an overhead paging system and/or designated available telephone speakers.
Press # and **0** to access all available stations.
Press # and **1, 2** or **3** to access a programmed paging zone.

Note: A page will not be sent to the speakers of phones in use.

Tip: To page for pick up of an outside call, put the caller on hold by dialing ✱ ✱ ✱. A voice prompt will indicate the line number. Then page the person and announce the line number for retrieval. For example: *"John, you have a call on line 1. John, pick up line 1, please."*

Overhead paging

Station number **199** is designated as the **overhead paging port**. If the ESI phone system has been connected to an overhead paging system, you can page by dialing **1 9 9** and making your announcement after the tones.

Call pick-up

A call ringing at another station can be picked-up by pressing ✱ and dialing the extension number. Dialing ✱ **0** will answer the longest ringing outside call.

Voice mail operation from an analog station

The ESI phone system will provide accurate and timely messages. Others will become more comfortable leaving you voice messages if you pick-up and respond to your messages promptly.

Personal greetings

Initially, your mailbox has a generic greeting: "*You have reached the mailbox for extension xxx, dial zero to reach the operator or begin recording at the tone."* You can record up to three different personal greetings in your own voice indicating your availability to return calls. Here are some examples:

Sample greeting 1: *Hi, this is [name]. I'm away from my desk or on the phone right now; so please either dial zero to reach our operator, or leave me your name, number and message at the tone and I'll get back to you as soon as I can.*

Sample greeting 2: *Hi, this is [name]. I'm out of the office. You may dial **1 2 2** for my assistant or, if you prefer, you may leave me a voice message at the tone — I'll check in regularly — or, if it's important, dial **2** now to leave me an urgent message that will page me automatically.*

Sample greeting 3: *Hi, this is [name]. I'm away from my desk at the moment. To have me paged, dial **3**.To reach the operator, dial zero. Otherwise, leave your name and phone number at the beep so I can return your call.*

Following is a list of options that you may wish to include in your personal greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone
2	To mark this message as urgent (See "Urgent Messages," page D.9)
8	To the main greeting (if your system is using the built-in auto attendant)
XXX	[An extension number of another user]

Shortcut: When leaving a message in another mailbox, press **1** during the personal greeting to advance directly to the record tone without having to listen to the remainder of the greeting.

You can change the personal greetings as often as necessary by recording over a previously recorded personal greeting.

Warning: Deleting your personal greeting will not revert to the initial default greeting, but **will** turn off your mailbox.

Message waiting indication

If you have new messages, you will hear a short prompt "You have messages" and then internal dial tone whenever you lift the handset to place a call. You can choose to retrieve your messages then or place the call.

Retrieving messages

You can pick up messages from your station, when away from the office or from another user's ESI Feature Phone.

1. Lift the handset, and then dial ✻ followed by your extension number. If calling from the outside, at the Main Greeting, press ✻ and enter your extension number or have the operator transfer you by pressing **VOICE MAIL**, ✻ , and entering your extension number.
2. If required, enter your password. the ESI phone system will announce the number of new and old messages and will start playback of messages with the oldest new message and continue until all messages and recordings have played.

Note: If, while picking up messages, you receive a call waiting tone, hang up, lift the handset and you will be connected to the waiting call. If you hang up during the playback of a message, the message will be saved.

Voice prompted instructions will be played at the end of each message. Once you've learned these prompts (see the chart, "Functions available during analog station voice mail message retrieval," on the next page) you can proceed more rapidly by pressing one of the following keys any time during the message or during a prompt.

Functions available during analog station voice mail message retrieval

Note: Functions tinted gray, below, either change or are not available when you're using an ESI Feature Phone (see page D.5).

Key	Function	Description
1	**Pause**	Pauses for one minute or until **1** is pressed again.
2	**Hear time/date**	Pauses the message, plays the time/date of when the message was left and resumes.
3	**Reply**	Replies to the originator of a message (if from a user in the system). Record your reply at the tone; press **1** to stop. You will be returned to your mailbox and the original message.
4	**Back up (rewind)**	When pressed during message playback, rewinds 4 seconds for each key press. If pressed after the message has finished, it returns you to the beginning of the message.
5	**Access user programming**	Accesses user programming menu.
6	**Move**	Moves a copy of the message to another user's mailbox. To move the message without an introduction, press **6** when prompted. To add an introduction, press **1** when prompted. When you've finished your recording, press **1** to stop; You will be returned to the original message in your mailbox.
7	**Delete**	Deletes the message from the mailbox (see "Message Recycle Bin," page D.9).
8	**Main greeting**	Goes to the main greeting (if your system is using the built-in auto attendant).
9	**Save**	Saves the message (it will be played as an old message the next time messages are picked up).
9 9	**Save as new**	Skips over a new message and leaves it as a new message (*i.e.,* it will be played as a new message the next time you pick up messages). You must press the **9** key twice within two seconds.
0	**Operator**	Transfers you to the operator.
#	**To other mailbox**	To leave a message in another user's mailbox.
∗	**To disconnect**	Always press ∗ before hanging up (if you press it during playback of a message, the message and any other unsaved messages will be saved).

Retrieving messages from another user's ESI Feature Phone

Press **VOICE MAIL**, ∗ , and dial your extension number. Follow the procedures described previously (see page J.5).

Analog station programming

After logging into your mailbox (pressing ✻ followed by the mailbox number), dial **5** to program.

1 Select personal greeting

Select the desired greeting number: *1, 2* or *3*. The system will prompts to re-record, delete, hear, or select as the current greeting by pressing #.

1 Record personal greeting

Begin recording at the tone; press **1** to stop. The new personal greeting automatically replaces the previous greeting.

> **Note:** Your mailbox will be disabled if no personal greeting exists.

2 Delete personal greeting

When prompted, press **2** again to confirm deletion.

> **Warning:** Don't delete **all** of your greetings. If you do, the system will turn off your mailbox until at least there is once again at least one greeting.

3 Hear current personal greeting

5 Password

The password will apply to station programming, voice mail retrieval and certain other features (when activated).

1 Enter new password

Your password may consist of 2–8 digits followed by # (*0* cannot be the first digit). Entering *0* (zero) as the sole password will turn off the password requirement.

2 Delete current password

3 Hear current password

4 Password security level

Select one of the following password levels.

Selection	Result
0	No password required for access from any phone
1	Password required only for remote access, either off-premises or from other stations within the system
2	Password always required

Off-premises message delivery

The ESI phone system can be programmed to deliver messages to an off-premises phone and/or to page you when your voice mailbox receives a message. You can set the phone number (cell phone, home number, another extension, etc.), the pager number and a **delay time** (the period that the system is to wait before attempting to deliver the message/page). You can further set the system to deliver only messages marked as urgent (see "Urgent messages," page D.9).[1]

The Administrator can also set for your station the:

- Number to be called or paged
- Delay period before attempting message delivery
- Number of attempts
- Interval between attempts (in increments of 30 minutes)
- "Quiet period" which suspends message delivery for late night, etc.

If you have programmed both an off-premises delivery number and a pager number, the system will prompt you to choose one of the following delivery options:

- Phone-only
- Pager-only
- Phone, then pager — Attempts phone delivery until the maximum number of attempts has been tried, then follows paging programming.
- Phone and page at the same time
- No off-premises delivery

Phone delivery

Whenever it receives a new/urgent message into your mailbox, the system will call the number that you have programmed and play the prompt "*You have messages; please enter your password."* The prompt will repeat three times before assuming that no one has answered and disconnecting.

Upon answering, enter your password (if **no** password is set, you must enter **0**). You will then be connected to your mailbox and can proceed with normal message retrieval operation.

> **Note:** A "✱" response instead of the password will cause the system to suspend calling until another urgent/new message is received.

Pager notification

Pager notification can be programmed to operate as the sole notification method or in conjunction with phone delivery.

You can have the system call and activate your external pager whenever the first new/urgent message is left in your mailbox and repeat the page (at the interval programmed by the administrator) until all new messages have been retrieved.

> **Note:** Entering or deleting the phone number that is to be called for off-premises delivery or to activate your pager will turn the feature on or off, respectively.

[1] If pauses or other special dialing characters are required in the phone or pager number, contact the System Administrator.

6 Off-premises message delivery

1 Delivery options

1 Delivery to phone number only

2 Notify pager only

3 Call phone first, then page

4 Call phone and page at the same time

0 No off-premises delivery

2 Phone delivery

1 Enter phone number

Enter the phone number followed by # (24 digits maximum). **Do not** include an outside line access code (i.e., don't add **9**, **8** or **71–76**) before the number.

2 Delete phone number

Deletes the current phone number.

3 Hear current phone number

Plays back the current phone number.

3 Pager notification

1 Enter pager number

Enter the pager number followed by # (24 digits maximum). **Do not** include an outside line access code (i.e., **9**, **8** or **71–76**) before the number.

2 Delete pager number

Deletes the currently programmed pager number.

3 Hear current pager number

Plays back the currently programmed pager number.

4 Urgent message activation

1 Urgent messages only

Only urgent messages (see "Urgent messages," page J.10) will be delivered.

> **Note:** Remember to say in your personal greeting that callers should press **2** to mark a message as urgent. (For more on personal greetings, see page D.1.)

2 All new messages

Any new message will be delivered.

Urgent messages

You can have all new messages delivered as explained in the previous discussion or only those marked as urgent. If you have enabled *urgent messages* as part of user programming, you must include, in your personal greeting, instructions to the caller to press **2** to mark the message as urgent. In addition, messages marked urgent will be played ahead of other new messages during message retrieval.

9 Message Recycle Bin (un-delete)

Each user's most recently deleted 10 messages will be stored in a **Message Recycle Bin** to allow the user to recover messages that may have been deleted in error.

The most recently deleted message will be played first. Press **9** to move to the next message. Press **8** to restore the message to your mailbox as an old message.

Index

▲/▼ keys. *See* Volume/scroll keys
▼/▲ keys. *See* Volume/scroll keys
ACD
  Administrator display, I.3
  Agent log-on/off key, I.1
  Display indications, I.3
  LED indicator, I.2
  Wrap mode, I.2
Analog stations
  Off-premises delivery, J.8
  Programming, J.7
  Voice mail operations from, J.4
Attendant operation. *See* Operator station
Auto page, D.3
Background announce, E.10
Background announce key, F.13
Blind transfer, E.5, E.6
Broadcast mailbox. *See* Group/broadcast mailboxes
Call forward key, F.12
Call forwarding, E.8
  Call forwarding/no-answer, E.8, E.9
  Call forwarding/off-premises, E.9
Call pick-up, E.13
Call waiting, E.10
  Background announce, E.10
  Station-to-station, E.10
Caller ID, E.1
  Analog stations, J.1
  Missed-Call Key, F.13
Cascade paging mailbox programming, D.13
Conference calling, E.7
  Analog stations, J.2
Console, A.3
Day/night mode, F.12
Dial tone, E.4
  Preference, F.10
Direct station select, E.5
DSS. *See* Direct station select
Echo, G.2
Esi-Dex, F.1
  Personal Dex
    Adding names, F.4
    Deleting names, F.6
  System speed dialing, F.9
Esi-Link
  Defined, H.1
  Dialing, H.3
  Hold, H.5
  IP Gateway, H.9
    Calling station at, H.9
    Pilot number, H.9
  Location Keys, H.1
  Location numbers, H.1
  Paging, H.5
  Programmable feature keys, H.2
Exclusive hold. *See* Hold
Fixed feature keys, E.2
FLASH key, F.1
Group/broadcast mailboxes, D.12
  Programming, D.12
Guest mailboxes
  Off-premises delivery, D.11
  Phone delivery, D.11
  Programming, D.11
Hands-free answer, E.3
Headset jack, A.6
Headset key, F.12, J.1
Headset operation, F.10
Hold, E.11
  Difference between hold and exclusive hold, E.11
  Exclusive hold, E.12
    Retrieving a call, E.12
  Retrieving a held call, E.11
Internal calls, E.4
IP Gateway. *See* Esi-Link
Leaving messages, D.2
LEDs, E.2
Line keys, F.11
  Private line, F.11
Live call screening (Message monitor mode), F.10
Live outside calls, E.14
Live recording, D.7
Location Keys, H.1
Location numbers, H.1
Manual day/night mode, F.12
Message monitor key, F.13
Message monitor mode (live call screening), F.10
Message Recycle Bin (un-delete), C.6, D.9, D.11, D.13, D.15
Message retrieval, D.4
  Off-premises delivery, D.8
  Urgent messages, D.9
Message(s) waiting, D.4
Missed-Call Key, F.13
MUTE/DND key, E.3
Off-premises delivery, D.8, J.8
Operator station, E.14
Outside calls, E.4
  Blind transfer, E.5, E.6
  Supervised transfer, E.5, E.6
  Transferring, E.5
Outside dial tone preference. *See* Dial tone
Paging, internal, E.13
  Overhead paging port (199), E.13, J.4
  Paging through phones, E.13
  Zones, E.13
Password, C.5
Personal Dex. *See* Esi-Dex
Personal greetings, D.1, F.10, J.4
  Personal greeting keys, F.13
  Reminder, F.10
Playback of recordings. *See* Live recording
Programmable feature keys, C.2, E.2
  Esi-Link, H.2
Programming
  Cascade paging mailboxes, D.13
  Group/broadcast mailboxes, D.12
  Q & A mailboxes, D.14
Quick Groups, D.2, D.12
Quick Move, D.7
QuickPage, F.14
RECORD key, D.7
REDIAL key, F.1
RELEASE key, F.1
Remote IP Feature Phone, G.1
  911 calls prohibited, G.1
Retrieving messages, D.4, D.5, D.8
Ring tone, C.4
Ring volume, C.4
Scroll keys. *See* Volume/scroll keys. *See* Volume/scroll keys
Service observing, F.12
SPEAKER key, E.3
Speed-dial keys, C.3
Station keys, C.3
Station options, C.4
  Ring tone, C.4
  Ring volume, C.4
Supervised transfer, E.5, E.6
Transferring an outside call, E.5
Urgent messages, D.9, D.11, J.9
User programming
  Exiting programming mode, C.1
  Programmable feature keys, C.2
  Select personal greeting, C.2
Virtual Answer Keys, F.14
Virtual Mailbox Key, D.6, D.10
Voice mail, E.6
VOICE MAIL key, D.1
Volume/scroll keys, E.3

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